



Official Record Index

Item No.	Description	Date Entered into Record
1.	Request/approval to study for discontinuance	2/23/2011
2.	Notice to Headquarters of suspension	3/11/2011
3.	Notice (if appropriate) to customers/district personnel of suspension	3/11/2011
4.	Highway map with community highlighted	3/11/2011
5.	Eviction notice (if appropriate)	5/19/2011
6.	Building inspection report and original photos of building deficiencies (if appropriate)	5/19/2011
7.	Post Office and community photos	3/11/2011
8.	Form 150, <i>Postmaster Workload Information</i>	3/11/2011
9.	Worksheet for calculating work service credit	3/12/2011
10.	Survey instruction letter and Window transaction record	3/14/2011
11.	Record of incoming mail	3/14/2011
12.	Record of dispatched mail	3/14/2011
13.	Administrative postmaster/OIC comments	2/28/2011
14.	Inspection Service/local law enforcement vandalism reports	3/18/2011
15.	Post Office fact sheet	5/19/2011
16.	Community fact sheet	5/19/2011
17.	Alternate service options/cost analysis	5/19/2011
18.	Form 4920, <i>Post Office Closing or Consolidation Proposal—Fact Sheet</i> (with past three fiscal years of total revenue and revenue units)	5/19/2011
19.	Analysis of investigative findings/recommendations	4/25/2011
20.	Questionnaire instruction letter to postmaster/OIC	3/11/2011
21.	Cover letter, questionnaire, and enclosures	3/11/2011

Item No.	Description	Date Entered into Record
22.	Returned customer questionnaires and Postal Service response letters	4/25/2011
23.	Analysis of questionnaires	4/25/2011
24.	Community meeting roster	3/31/2011
25.	Community meeting analysis	5/19/2011
26.	Memo: Community meeting letter (if community meeting held prior to questionnaire)	4/25/2011
27.	Petition and Postal Service response letter (if appropriate)	4/25/2011
28.	Memo: Congressional inquiry and Postal Service response letter	5/19/2011
29.	Proposal checklist	5/19/2011
30.	District notification to Government Affairs	5/26/2011
31.	Instructions to postmaster/OIC to post proposal	5/26/2011
32.	Invitation for comments exhibit	5/26/2011
33.	Proposal exhibit	5/26/2011
34.	Comment form exhibit	5/26/2011
35.	Instructions for postmaster/OIC to remove proposal	8/4/2011
36.	Round-date stamped proposals and invitations for comments from affected offices	8/10/2011
37.	Notification of taking proposal and comments under internal consideration	8/8/2011
38.	Customer comments and Postal Service response letters	8/10/2011
39.	Premature Postal Rate Commission appeal and Postal Service response letter (if appropriate)	8/10/2011
40.	Analysis of comments	8/10/2011
41.	Revised proposal (if appropriate)	8/10/2011
42.	Updated Form 4920 (if appropriate)	8/10/2011

Item No.	Description	Date Entered into Record
43.	Certification of record	8/10/2011
44.	Log of Post Office discontinuance actions	9/16/2011
45.	Transmittal to Vice President, delivery and retail, from district manager, customer service and sales	8/10/2011
46.	Headquarters' acknowledgment of receipt of record	8/14/2011
47.	Final determination	8/19/2011
48.	Instruction letter to postmaster/OIC on posting	9/12/2011
49.	Round-date stamped final determination cover sheets	
50.	<i>Postal Bulletin</i> Post Office Change Announcement form	
51.	Vice president, Delivery and Retail, instruction letter	8/19/2011
52.	Appeal letter (if appropriate)/No appeal letter	
53.	Public notice postings on appeal (if appropriate)	
54.	Postal Rate Commission opinion on appeal affirming final determination (if appropriate)	
55.	Vice President, delivery and retail, instruction letter	
56.	Letter to customers	
57.	Notification to local Address Management Systems (AMS) to update AMS database	
58.	Announcement in <i>Postal Bulletin</i>	

02/23/2011

GAIL DUBA
DISTRICT MANAGER
HAWKEYE PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the IA-01 congressional district.

Post Office Name:	SAINT LUCAS
Zip+4 Code:	52166-4400
EAS Level:	55
Finance Number:	188028
County:	Fayette
Proposed Admin Office:	WAUCOMA PO
ADMIN Miles Away:	6.0
Near Office Name:	WAUCOMA PO
Near Miles Away:	6.0
Number of Customers:	
Post Office Box:	75
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	75

The above office became vacant when the postmaster retired on 05/03/2003.

Study for discontinuance request based on declining workload, declining volumes, revenue, and the ability of the Postal Service to provide effective and regular service by an alternate means.

THOMAS ALLEN
Manager, Post Office Operations

Approval to Study for Discontinuance:

GAIL DUBA
DISTRICT MANAGER
HAWKEYE PFC

02/23/2011

DATE

cc: Area Manager, Public Affairs and Communication

Memo to the record

5/19/2011

Re: Change in Administrative Office

It was determined on 5/19/2011 that the administrative office to be pursued would be changed from Waucoma to West Union.



Sara Lindauer
Post Office Review Investigator



02/23/2011

GAIL DUBA
DISTRICT MANAGER
HAWKEYE PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the 1A-01 congressional district.

Post Office Name:	SAINT LUCAS
Zip+4 Code:	52166-4400
EAS Level:	55
Finance Number:	188028
County:	Fayette
Proposed Admin Office:	WEST UNION
ADMIN Miles Away:	9.5
Near Office Name:	WAUCOMA
Near Miles Away:	6.0
Number of Customers:	
Post Office Box:	75
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	75
ZIP Code Change:	Yes <input type="checkbox"/> NO <input checked="" type="checkbox"/> ZIP Code
Maintain Town Name:	Yes <input checked="" type="checkbox"/> NO <input type="checkbox"/>

The above office became vacant when the postmaster retired on 05/03/2003.

Study for discontinuance request is based on declining workload, declining volumes, revenue, and the ability of the Postal Service to provide effective and regular service by an alternate means.

THOMAS ALLEN
Manager, Post Office Operations

Approval to Study for Discontinuance:

GAIL DUBA
DISTRICT MANAGER
HAWKEYE PFC

02/23/2011

DATE

cc: Area Manager, Public Affairs and Communication



NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: SAINT LUCAS State: IA Zip Code: 52166
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-01 County: Fayette
EAS Grade: 55 Finance Number: 188028
Post Office: ☒ Classified Station: ☐ Classified Branch: ☐ CPO: ☐

• There was no Emergency Suspension for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 03/11/2011
Fax No: (319) 399-5502



NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: SAINT LUCAS State: IA Zip Code: 52166
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-01 County: Fayette
EAS Grade: 55 Finance Number: 188028
Post Office: ☒ Classified Station: ☐ Classified Branch: ☐ CPO: ☐

There was no Emergency Suspension for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 398-2902

Date: 03/11/2011
Fax No: (319) 399-6502



1380394-52166

4

Post Office™ Locations

[PRINT](#) | [BACK](#)

Post Office™ Locations near 52166



- | | | |
|---|--|--|
| <p>1 Post Office™ Location - SAINT LUCAS
 106 S MAIN ST
 SAINT LUCAS, IA
 52166-4400
 (800) ASK-USPS
 (800) 275-8777
 (563) 778-2248
 0.0 mi</p> | <p>Business Hours
 Mon-Fri
 8:45am-12:00pm
 1:30pm-4:30pm
 Sat
 8:45am-10:15am
 Sun
 closed</p> | <p>Services
 PO Boxes Online

 Service hours may vary. Please check link for business hours.</p> |
| <p>2 Post Office™ Location - WAUCOMA
 106 RIVERVIEW DR
 WAUCOMA, IA 52171-9483
 (800) ASK-USPS
 (800) 275-8777
 (563) 776-7841
 5.2 mi</p> | <p>Business Hours
 Mon-Fri
 8:45am-12:00pm
 1:30pm-4:15pm
 Sat
 8:45am-9:30am
 Sun
 closed</p> | <p>Services
 PO Boxes Online

 Service hours may vary. Please check link for business hours.</p> |
| <p>3 Post Office™ Location - FORT ATKINSON
 107 MAIN ST
 FORT ATKINSON, IA
 52144-7506
 (800) ASK-USPS
 (800) 275-8777
 (563) 534-7246
 5.3 mi</p> | <p>Business Hours
 Mon-Fri
 8:45am-12:00pm
 1:30pm-4:15pm
 Sat
 8:45am-9:45am
 Sun
 closed</p> | <p>Services
 PO Boxes Online

 Service hours may vary. Please check link for business hours.</p> |

Business Hours

Services



Eviction Notice

A. Office

Name:	SAINT LUCAS	State:	IA	Zip Code:	52166
Area:	WESTERN	District:	HAWKEYE PFC		
Congressional District:	IA-01	County:	Fayette		
EAS Grade:	55	Finance Number:	188026		
Post Office:	<input checked="" type="checkbox"/>	Classified Station:	<input type="checkbox"/>	Classified Branch:	<input type="checkbox"/> CPO <input type="checkbox"/>

There was no eviction notice for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 05/19/2011
Fax No: (319) 399-5502



Building Inspection Report

A. Office

Name: SAINT LUCAS State: IA Zip Code: 52196
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-01 County: Fayette
EAS Grade: 55 Finance Number: 188026
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO: ☐

• There was no building inspection report nor photos for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 05/19/2011
Fax No: (319) 399-5502

Saint Lucas Post Office and Community Photographs 1



Front of Post Office



Left side of Post Office



Right side of Post Office



Back side of Post Office



West entrance into town facing east



St Luke's Catholic Church

1380394-52166
7
2

Saint Lucas Post Office and Community Photographs



St Luke's Historical Society



East entrance into town facing West



Mark's Jewelry



Kuennen's Liquor Store and Tap and White House Supper Club



First National Bank



From Post Office looking North

PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code SAINT LUCAS, IA 52166		Postmaster's Signature D91770	Date 03/11/2011
District Office, State & Zip Code HAWKEYE PFC, IOWA 52406		District Manager's Signature Gail Duke	Date 03/11/2011
(Check Box)			
<input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions on Reverse	
1.	Current Office Level		55
2.	Finance Number	(1-6)	189028
3.	General Delivery Families Served	(7-8)	0
4.	Post Office Boxes/Caf Boxes Rented	(10-15)	75
5.	Possible City Deliveries	(16-20)	0
6.	Administrative Rural Boxes Served	(21-25)	0
7.	Intermediate Rural Boxes Served	(26-30)	0
8.	Administrative Responsibility from Intermediate Rural Boxes for Other Offices	(31-35)	0
9.	Administrative Highway Contract/Star Route Boxes Served	(36-39)	0
10.	Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11.	Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12.	Number of Carrier Stations/Branches	(48-49)	0
13.	Number of Finance Stations/Branches	(50-51)	0
14.	Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a.	Does Office Experience A Seasonal Workload? (box one "X" if yes, "N" for no) (If you answer "yes" of this question, complete "Seasonal Workload" section on reverse.)	(54)	N
15b.	Duration of Experience A Seasonal Workload? (minimum of 8 weeks)	(55-56)	
16.	Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17.	Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18.	Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19.	Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N
20.	Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	N
21.	Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22.	Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23.	Is Postmaster Leased for Government Owned Building?	(64)	N
24.	Does Office Have MPLSM/SPLSM?	(65)	N
25.	Does Office Distribute Ford Stamps?	(65)	N

PS Form 150, Postmaster Workload Information

Doclet 1380354
Page No. 1a

	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	75	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	0	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/Star Route Boxes	0	0

Instructions

1. Enter the number of classified office less.
2. Enter the 5-digit post office finance number.
3. Enter number of general delivery families served.
4. Enter total number of post office boxes and call boxes rented. Do not confuse with the total number reported. This total should include boxes rented at classified stations (stations as well as the main office including ZIP Code).
5. Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1521, Carrier Route Report for the previous accounting period.
6. Enter the number of administrative boxes served. This is the number of rural route boxes served within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an immediate office.
7. Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier servicing.
8. Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
9. Enter the number of administrative highway contract/star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an immediate office.
10. Enter the number of intermediate highway contract/star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit, the mail must be incoming to your office and separated to the contract route by you or your employees.
11. Enter the number of intermediate highway contract/star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
12. Enter the number of classified stations and/or branches that have carrier delivery service.

13. Enter the number of classified branch stations and/or branches (without carrier delivery service) staffed by postal employees.
14. Enter the total number of contract stations, rural stations and community post offices.
 - a. A contract station is a post office unit manned by nonpostal employees.
 - b. A rural station is a post office box delivery unit serviced by a rural carrier.
 - c. A community post office is a contract unit which provides service in a small community.
15. To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Record your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)

16. Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODES designating offices and/or area mail center, centers and/or districts at sorting, filing and canceling operation?
17. Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
18. Does office separate incoming mail to carrier routes for other associate offices?
19. Does office separate all morning letter size mail to city, rural and/or other offices?
20. Does office separate all morning late to city and/or rural carrier routes without assistance from an MPC?
21. Do you have a vehicle maintenance facility under your jurisdiction?
22. Do you have an air transfer office under your jurisdiction?
23. Do you occupy a government-owned building and lease a portion of the building to someone else?
24. Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
25. Does your office distribute flag stamps?

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Office Name: SAINT LUCAS
 Office Zip+4: 52166-4400 District: HAWKEYE PFC

Activity WSCs

General Delivery Families Served (Item 3, PS Form 150)	0	X 1.0	=	0
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150)	75	X 1.0	=	75
Possible City Deliveries (Item 5, PS Form 150)	0	X 1.33	=	0
Administrative Rural Boxes Served (Item 6, PS Form 150)	0	X 1.0	=	0
Intermediate Rural Boxes Served (Item 7, PS Form 150)	0	X 0.7	=	0
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150)	0	X 0.3	=	0
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150)	0	X 1.0	=	0
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150)	0	X 0.7	=	0
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150)	0	X 0.3	=	0
Total Activity WSCs				75

Revenue WSCs

First	25 revenue units:	1.00	X	25 units	=	25.00
Next	275 revenue units:	0.50	X	22 units	=	11.00
Next	700 revenue units:	0.25	X	0 units	=	0.00
Next	5000 revenue units:	0.10	X	0 units	=	0.00
	Balance of revenue units:	0.01	X	0 units	=	0.00
Total revenue WSCs:						36.00

Activity WSCs 75 + Revenue WSCs = 36.00 Base WSCs 111.00 = EAS Grade E

Previous evaluation: EAS grade 55

Effective date of change in service hours: _____ (if appropriate)
 (when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

KAREN LENANE

KAREN.S.LENANE@USPS.GOV

Printed Name

Signature

HAWKEYE PFC District Review Coordinator

03/11/2011

Title

Date



02/23/2011

OIC/POSTMASTER

SUBJECT: SAINT LUCAS Post Office

As you are aware, the Postal Service is evaluating a possible change in how postal services are provided to SAINT LUCAS customers.

Please conduct the following surveys: Window Transaction Survey, Survey of Incoming Mail, and Survey of Dispatched Mail at the SAINT LUCAS Post Office for a 2-week period. The surveys should begin 02/26/2011 and end on 03/11/2011. Please complete the enclosed forms as accurately as possible.

All forms should be completed by 03/12/2011. The completed forms may become part of an official and public record.

Thank you for your assistance. If you have any questions, please contact KAREN LENANE, Post Office Review Coordinator, at (319) 399-2902.

KAREN LENANE

Post Office Review Coordinator

cc: Official Record

Links: Window Transaction Survey - http://hqcsopps/po_dis/win/in_survey.cfm?fin=1380394

Survey of Incoming Mail - http://hqcsopps/po_dis/invol/in_survey.cfm?fin=1380394

Survey of Dispatched Mail - http://hqcsopps/po_dis/outvol/in_survey.cfm?fin=1380394

Survey of Incoming Mail

Survey of Incoming Mail
(Record in Pieces)

Post Office Name and Zip+4: SAINT LUCAS 52166 - 4400
Dates Recorded: 02/26/2011 through 03/11/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 02/26	87	54	9	22	2	5	0	0
Sun - 02/27	0	0	0	0	0	0	0	0
Mon - 02/28	207	89	48	18	3	7	0	0
Tue - 03/01	76	27	53	24	5	3	0	0
Wed - 03/02	143	29	69	226	0	5	0	0
Thu - 03/03	172	41	53	86	5	1	0	0
Fri - 03/04	232	89	47	62	5	2	0	0
Sat - 03/05	145	20	34	69	0	4	0	0
Sun - 03/06	0	0	0	0	0	0	0	0
Mon - 03/07	243	75	21	53	2	3	0	0
Tue - 03/08	66	40	32	8	2	5	0	0
Wed - 03/09	158	41	66	247	4	3	0	0
Thu - 03/10	166	83	72	124	1	2	0	0
Fri - 03/11	174	44	47	101	6	2	0	0
TOTALS	1,869	632	551	1,038	35	42	0	0
Daily Average	155.8	52.7	45.9	86.5	2.9	3.5	0.0	0.0

Signature of Person Making Count: D91770
Printed Name: D91770
Date: 03/11/11

Conversion Rate

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

Survey of Dispatched Mail

Survey of Dispatched Mail
 (Record in Pieces)

Post Office Name and Zip+4: SAINT LUCAS 52166 - 4400
 Dates Recorded: 02/26/2011 through 03/11/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 02/26	85	0	2	0	1	0	1	0
Sun - 02/27	0	0	0	0	0	0	0	0
Mon - 02/28	94	0	8	0	4	0	2	0
Tue - 03/01	82	0	7	0	5	0	4	0
Wed - 03/02	50	0	3	0	1	0	3	0
Thu - 03/03	59	0	4	0	2	0	2	0
Fri - 03/04	64	0	0	0	3	0	2	0
Sat - 03/05	30	0	4	0	1	0	3	0
Sun - 03/06	0	0	0	0	0	0	0	0
Mon - 03/07	77	0	5	0	3	0	2	0
Tue - 03/08	57	0	0	0	2	0	2	0
Wed - 03/09	84	0	0	0	2	0	2	0
Thu - 03/10	88	0	3	0	3	0	2	0
Fri - 03/11	149	0	4	0	2	0	2	0
TOTALS	919	0	40	0	29	0	27	0
Daily Average	76.6	0.0	3.3	0.0	2.4	0.0	2.3	0.0

Signature of Person Making Count: D91770
 Printed Name: D91770
 Date: 03/12/11



02/28/2011

OIC/POSTMASTER

SUBJECT: SAINT LUCAS Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the SAINT LUCAS Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the SAINT LUCAS Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to KAREN LENANE by 03/14/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>75</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>0</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>75</u>

If you have any comments on alternate means of providing services to the SAINT LUCAS customers, please provide them below:

Mark's Jewelry, PO Box 129, Saint Lucas, IA 52166 White House Supper Club, PO Box 159, Saint Lucas, IA 52166 Headquarters, PO Box 219, Saint Lucas, IA 52166 Goerend Transmissions, PO Box 188, Saint Lucas, IA 52166 First National Bank, PO Box 242, Saint Lucas, IA 52166 Kuennen's Tap & Liquor Store, PO Box 142, Saint Lucas, IA 52166 M&M's Convenience Store, PO Box 293, Saint Lucas, IA 52166 D&M Farm Supply, PO Box 273, Saint Lucas, IA 52166 Saint Lucas Fire Department, PO Box 127, Saint Lucas, IA 52166 Huinker Construction, PO Box 136, Saint Lucas, IA 52166 St. Luke's Historical Society, PO Box 295, Saint Lucas, IA 52166 St. Luke's Catholic Church, PO Box 205, Protivin, IA 52163 Sunburst Memorials, PO Box 159, Saint Lucas, IA 52166 Kruse Hatchery, 1011 Co Rd W14, Fort Atkinson, IA 52144 Hageman Welding, 18018 290th St., Waucoma, IA 52171

KAREN LENANE
Post Office Review Coordinator

Comments:



03/09/2011

Marty Fisher – Fayette County Sheriff
PO Box 518
West Union, IA 51275

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the SAINT LUCAS Post Office, 52166 - 4400, located in Fayette County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please return your findings in the enclosed envelope. You may use the bottom of this form to report your findings, accompanied by your signature, title, and date.

Thank you for your assistance in this matter

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC

Enclosure: Return Envelope

Nbr records of mail theft or vandalism: 0

Comments/Findings:

no records found for mail theft or vandalism

cc: Official Record

02/23/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the SAINT LUCAS Post Office, 52166 - 4400, located in Fayette County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

cc: Official Record

Post Office Survey Sheet

Post Office Name	<u>SAINT LUCAS</u>	ZIP+4	<u>52166-4400</u>
Congressional District	<u>1A-01</u>	Date	<u>05/19/2011</u>

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.

NA- Management initiated

2. Is the facility accessible to persons with disabilities? ☒ Yes ☐ No

3. Lease terms? 30-day cancellation clause? 30 day clause, last renewal option expires 3/31/2018

4. Are suitable alternate quarters available for an independent Post Office? If so, where?

NA- Management initiated

5. List potential CPO sites.

NA- Management initiated

6. Are there any postage meter customers or permit mailers? ☐ Yes ☒ No

If yes, please identify them by name and address.

7. Which career and noncareer employees will be affected and what accommodations will be made for them?

1 PMR (OIC is from another office) PMR will be reassigned or terminated.

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

Star Route brings mail at 7:45 and picks it up at 16:15

How many Post Office boxes are installed? 124

How many Post Office boxes are used? 75

What are the window service hours? 08:45 - 12:00 13:30 - 16:30 M-F

08:45 - 10:15 S

What are the lobby hours? 24 hours M-F

24 hours S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.

none

Post Office Survey Sheet (continued)

Docket: 1380394 - 52166

Page No: 15

Page No: 2

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)?	
	none	
11.	List potential CBU/parcel lockers sites and distances from present Post Office site.	
	St Lucas Community Center - City Park	
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated?	
	none	
13.	Rural delivery/HCR delivery.	
a.	What is current evaluation?	K44
b.	Will this change result in the route being overburdened?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	If so, what accommodations will be made to adjust the route?	Adjustments will be made
c.	How many boxes and miles will be added to the route?	67, box 0.00 Miles
d.	What would be the additional annual expense if the route is increased?	8109
e.	What is the one-time cost of CBU/parcel locker installation (if appropriate)?	3685
f.	At what time of the day does the carrier begin delivery to the community?	12:30
	Will this delivery time be affected if the office is discontinued? (Y or N)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	If so, how?	later delivery
14.	Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? <input type="checkbox"/> More <input checked="" type="checkbox"/> Same <input type="checkbox"/> Less	

Community Survey Sheet

Community Survey Sheet

Post Office Name	<u>SAINT LUCAS</u>	ZIP+4	<u>52166-4400</u>
Congressional District	<u>IA-01</u>	Date	<u>03/11/2011</u>

1. Incorporated?

☒ Yes ☐ No

Local government provided by:

Mayor and Council

Police protection provided by:

Fayette County Sheriff

Fire protection provided by:

St Lucas Fire Department

School location:

Turkey Valley School - Jackson Junction, IA

2. What population growth is expected? (Please document your source)

none - census bureau website and OIC

3. What residential, commercial, or business growth is expected? (Please document your source)

minimal - OIC

History. (Are there any special historical events related to the community?)

Are there any special community events to consider?

4. Is the Post Office facility a state or national historic landmark (see ASM 515.23)?
Check with the field real estate office when verification is needed.)

St Lukes Historical Church located in community.

5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?

Mixture of retirees, commuters, and self-employed.

Which nonpostal services are provided by the Post Office (e.g., public bulletin board, school bus stop, community meeting location, voting place, government form distribution center, Do employees of the office offer assistance to senior citizens and handicapped)?

6. What provisions can be made for these services if the Post Office is discontinued?

Bulletin Board: Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town. No special accommodations for senior citizens or handicapped individuals.

Highway Contract Route Cost Analysis Form

Highway Contract Route Estimated Cost for Alternative Service

Office Name: SAINT LUCAS

Office Zip+4: 52168-4400

District: HAWKEYE PFC

1. Enter the number of additional boxes to be added to the route 0 x 3.64 hours per year 0.00

2. Enter the number of additional miles to be added to the route 0.00 x 10.40 hours per year 0.00

Total time added to the route 0.00

3. Enter the HCR hourly rate (Contact Area Manager, Purchasing/Contracting Officer) 0.00

Total additional compensation (HCR hourly rate x total time added to the route) 0.00

Rural Route Cost Analysis Form

Docket: 1980394 - 52166

Item Nbr: 17

Page Nbr: 2

Rural Route Carrier Estimated Cost for Alternative Replacement Service

Office Name: SAINT LUCAS

Office Zip+4: 52166-4400

District: HAWKEYE PFC

1. Enter the number of additional boxes to be added to the rural route

76

2. Enter the number of additional miles to be added to the route

0.00

Enter the volume factor

2.53

Total (additional boxes x volume factor) 192.28

3. Enter the number of additional boxes to be added to the rural route

76

Centralized boxes

76.00

x 1.00 Min

76.00

Regular L route boxes

0.00

x 1.82 Min

0.00

Regular Non-L route boxes

0.00

x 2.00 Min

0.00

Total additional box allowance 76.00

4. Enter the number of additional daily miles to be added to the rural route

0.00

x 12 Mileage Standard

0.00

Total additional minutes per week (miles carried to two decimal places) 268.28

5. Total additional annual minutes (additional minutes per week x year)

268.28

x 52 Weeks

13,950.56

6. Total additional annual hours (additional annual minutes / 60 minutes per hour)

13,950.56

/ 60 Minutes

232.51

7. Enter the rural cost per hour (see national payroll summary report - rural carrier, consolidated)

34.88

Total Annual Cost (additional annual hours x rural cost per hour) 8,109.93

8. Enter lock pouch allowance (if applicable)

0.00

Total annual cost for alternate service (annual cost minus lock pouch allowance) 8,109.93

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 06/19/2011																								
2. Post Office Name SAINT LUCAS		3. State and ZIP + 4 Code IA, 52188-4400																										
4. District, Customer Service HAWKEYE PFC	5. Area, Customer Service WESTERN	6. County Fayette	7. Congressional District IA-01																									
8. Reason for Proposal to Discontinue (Study for discontinuance request is based on declining workload, declining volumes, revenue, and the ability of the Postal Service to provide effective and regular service by an alternate means.)		9. PO Emergency Suspension Reason and Date No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM vacancy Reason & Date: retired Occupied: 05/05/2009 b. <input checked="" type="checkbox"/> CAC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150/EAS-50) Downgraded from EAS-45 d. No. of Clerks: 0 No. of Career: 0 No. of Non-Career: 0 e. No. of Others: 0 No. of Career: 0 No. of Non-Career: 1		a. Time M-F 06:45 - 12:00 12:30 - 16:30 Sat 06:45 - 10:15 b. Lobby Time M-F 24 hours Sat 24 hours Total Window Hours Per Week 32.75																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 75 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 75 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 18.80		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class</td> <td>208</td> <td>78</td> </tr> <tr> <td>b. Newspaper</td> <td>132</td> <td>3</td> </tr> <tr> <td>c. Parcel</td> <td>6</td> <td>2</td> </tr> <tr> <td>d. Other</td> <td>0</td> <td>2</td> </tr> <tr> <td>e. Total</td> <td>346</td> <td>85</td> </tr> <tr> <td>f. No. of Postage Meters</td> <td></td> <td>0</td> </tr> <tr> <td>g. No. of Patrons</td> <td></td> <td>0</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	208	78	b. Newspaper	132	3	c. Parcel	6	2	d. Other	0	2	e. Total	346	85	f. No. of Postage Meters		0	g. No. of Patrons		0
Types of Mail	Received	Dispatched																										
a. First-Class	208	78																										
b. Newspaper	132	3																										
c. Parcel	6	2																										
d. Other	0	2																										
e. Total	346	85																										
f. No. of Postage Meters		0																										
g. No. of Patrons		0																										
Finances & FY 2006: \$ 21,249 2009: \$ 20,564 2010: \$ 17,961		b. EAS Step 1 PM Basic Salary (no Gola) \$ 20947 c. PM Fringe Benefits (22.6% of a.) \$7,017																										
15a. Quarters																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date: 03/31/2014) Annual Lease \$ 2000 30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																												
15b. Explain																												
17. Schools, Churches and Organization in Service Area No. 2 Saint Lucas Fire Department St. Luke's Historical Society		18. Administrative/Emulating Office (Proposed) Name: WEST UNION EAS Level: Miles Away: 9.5 Window Service Hours: M-F 08:30-17:00 SAT 09:30-10:30 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 113																										
19. Businesses in Service Area No. 10 Mark's Jewelry, White House Supper Club, Headquarters, General Transmissions First National Bank, Kuersten's Tap & Liquor Store, M&W's Convenience Store, O&M Farm Supply, Hunkler Construction, Southwest Memorials		20. Nearest Post Office (if different from above) Name: WAUCOMA EAS Level: Miles Away: 6.0 Window Service Hours: M-F 08:15-12:00-13:00 SAT 08:45-09:30 Lobby Hours: M-F 7:00-18:30 SAT 7:00-13:00 PO Boxes Available: 24																										
21. Prepared by																												
Printed Name and Title SARA LINDAUER PO Discontinuation Coordinator Name KAREN LENANE		Signature SARA LINDAUER Location CEDAR RAPIDS, IOWA		Telephone No. AC () (319) 390-2802																								
PS Form 4525, June 1993																												



A. Office

Name: SAINT LUCAS State: IA Zip Code: 52168
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-01 County: Fayette
EAS Grade: 55 Finance Number: 188028
Post Office: ☒ Classified Station: ☐ Classified Branch: ☐ CPO: ☐

This form is a place holder for number 19. And the verification of new service type is complete.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 04/26/2011
Fax No: (319) 399-5502

03/11/11

OIC/POSTMASTER

SUBJECT: SAINT LUCAS Post Office

Enclosed are questionnaires addressed to customers of the SAINT LUCAS Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 03/27/11 for further review.



Karen Lenane
Post Office Review Coordinator
Enclosures



March 11, 2011

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The postmaster at the SAINT LUCAS Post Office retired on 05/03/2003. A review of the business activities of the Post Office revealed that the office workload had declined. This reduced workload suggests that the maintenance of an independent office at SAINT LUCAS may not be warranted.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, to cluster box units. This service would be performed by a rural route carrier emanating from the Waucoma Post Office and would involve closing our operation at the Saint Lucas Post Office.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the WAUCOMA PO, located 6.0 miles away. Hours of service at this office are 8:45 am - 12:00 pm and 1:30 pm - 4:15 pm, Monday through Friday, and 8:45 am - 9:30 am on Saturday. Post Office box service is available at this location at the same fees.

I invite you to think about a possible change to rural delivery. Please return the enclosed questionnaire by 03/31/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the St Lucas Community Center on 03/31/2011 from 6:00 pm to 7:00 pm to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time. If you have any questions, you may call Karen Lenane at (319) 399-2902.

Thank you for your assistance.

Sincerely,

THOMAS ALLEN
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Enclosures:
Questionnaire and return envelope
Summary of Post Office Change Regulations
Carrier delivery information
CBU information sheet



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|-----------------------------|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

Nonpostal Services

- | | | |
|--|------------------------------|-----------------------------|
| a. Picking up government
forms (such as tax forms) | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| c. Assisting senior citizens,
persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|------------------------------|-----------------------------|
| d. Using public bulletin board | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
|--------------------------------|------------------------------|-----------------------------|

- | | | |
|-----------|------------------------------|-----------------------------|
| e. Other: | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
|-----------|------------------------------|-----------------------------|

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☐

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

5. Do you currently use local businesses in the community?

Yes ☐

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☐

No ☐

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

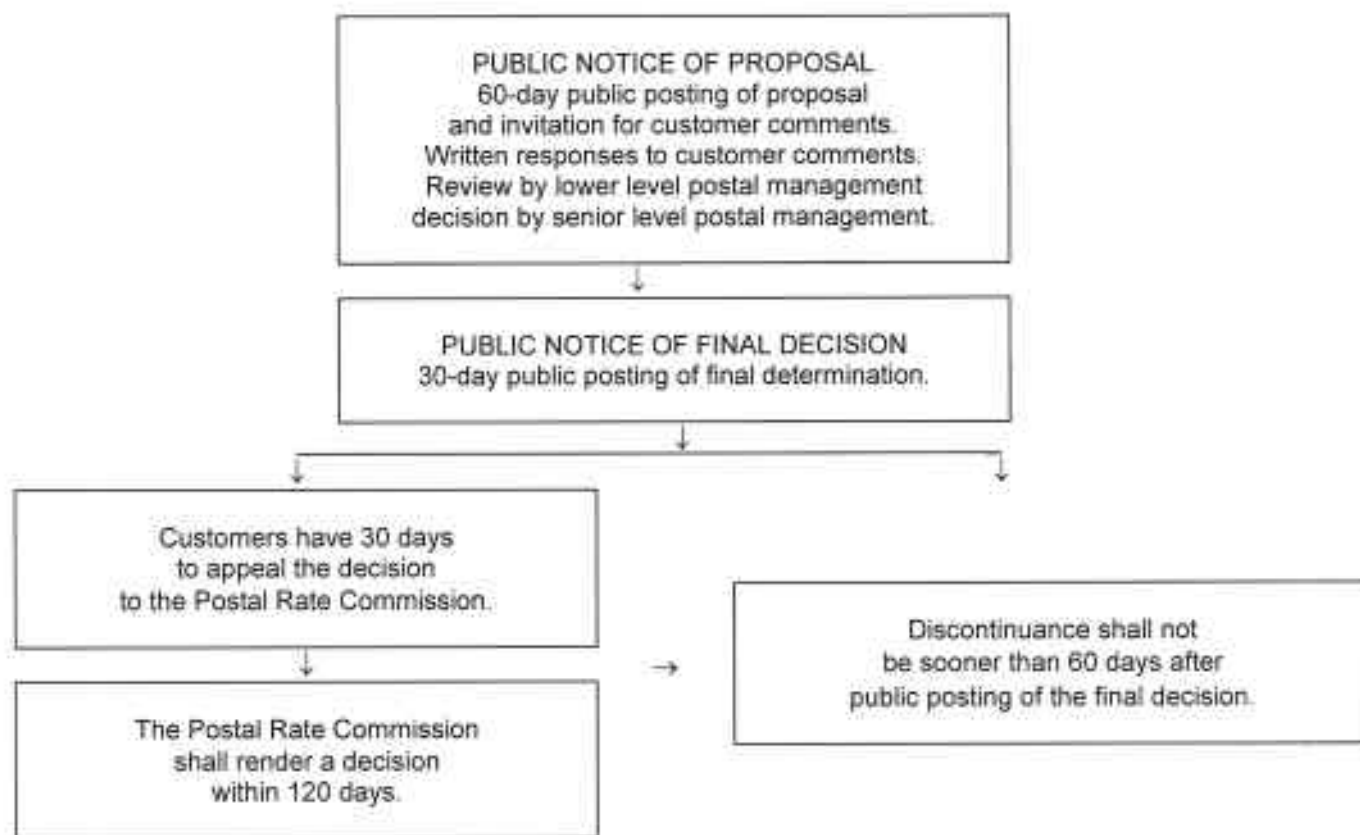
Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

SUMMARY OF POST OFFICE CHANGE REGULATIONS

Certain regulations based on federal law apply when postal managers propose to replace a Post Office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory provisions appears in Title 39, *United States Code*, Section 404(b), while the implementing regulations appear in Title 39, *Code of Federal Regulations*, Part 241.3.

According to implementing regulations, an initial investigation and any subsequent formal proposal to discontinue a Post Office originate with postal field managers responsible for Post Offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected Post Offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected Post Offices for 30 days, during which customers may appeal the decision to the Postal Rate Commission in Washington, DC. The Postal Rate Commission has 120 days to consider and decide an appeal. Even without an appeal, no Post Office may be closed sooner than 60 days after the public posting of the final decision.





POST OFFICE ON WHEELS SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package **MUST** have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the Post Office or the carrier. Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

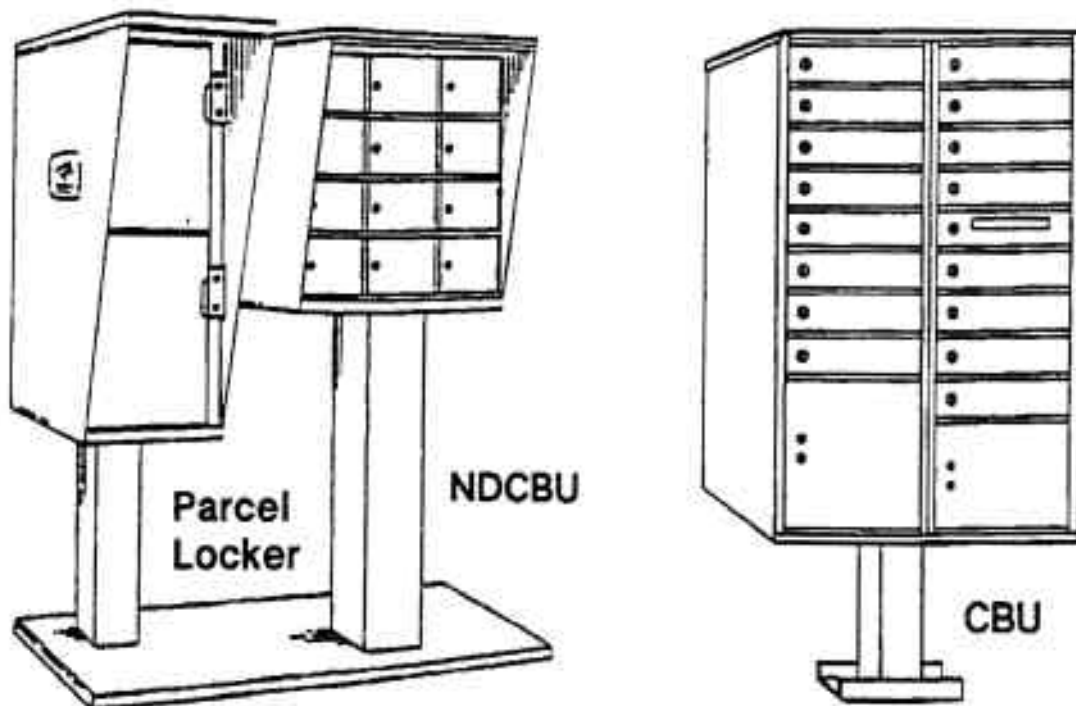
SPECIAL SERVICES

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.

Cluster Box Units



Neighborhood Delivery and Collection Box Units (NDCBUs) and Cluster Box Units (CBUs) are secure, free-standing units of individually locked mail compartments that are provided, installed, and maintained by the Postal Service at no cost to customers. These units benefit customers in time and money because they eliminate the customer's cost to install new boxes, and any future replacement and maintenance. A significant benefit of the NDCBUs and CBUs is the security they provide against mail theft and mailbox vandalism. Another advantage is the convenience of depositing outgoing mail in the designated collection compartment in the CBU or NDCBU.

Each customer's unit is large enough to hold several days' accumulation of mail, thereby eliminating the need to have mail held at the Post Office during short periods away from home. For longer periods away from home, customers should continue to contact the Post Office and request their mail to be:

1. Held at the Post Office until they return, or
2. Delivered to a specified friend or neighbor, or
3. Forwarded to their temporary address.

Parcel lockers may be installed next to NDCBUs for receiving packages that do not require a signature. Each CBU includes at least one parcel locker.

Customers are provided keys to their individual mailbox compartments in CBUs and NDCBUs. Parcel locker keys are placed in a customer's mailbox compartment when a parcel is secured in a locker for that customer.



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Entering permit mailings Yes ☐ No ☒
- b. Resetting/using postage meter Yes ☐ No ☒

Nonpostal Services

- a. Picking up government forms (such as tax forms) Yes ☐ No ☒
- b. Using for school bus stop Yes ☐ No ☒
- c. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

- d. Using public bulletin board Yes ☒ No ☐
- e. Other Yes ☐ No ☐

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain: I want to be able to receive my money orders immediately + take care of

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services? certified mail personally. Will probably use bill pay electronically if office is closed

Shopping



gas, restaurant

Personal needs



haircuts

Banking



Employment



Social needs



5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☐

No ☐

Name: _____
(please print your name)

Address: _____

Telephone number: _____ Date: _____

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



Memo to the record
4/25/2011

This letter was separated from the questionnaire that is accompanied. There is no name or address on the letter. As a result, a response will not be provided.

A handwritten signature in cursive script that reads "Sara Lindauer".

Sara Lindauer
Post Office Review Investigator



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St. Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

- | | | |
|---|---|--|
| a. Picking up government forms (such as tax forms) | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens, persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☐

If yes, which offices: not everyday Fort Atkinson
or Waucama

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☒

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☒ _____

Banking ☒ _____

Employment ☒ _____

Social needs ☒ _____

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Kelli Drilling
(please print your name)

Address: 209 N. Canada St. St. Lucas IA

Telephone number: 778-2333 Date: 3/30/11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

KELLI DRILLING

209 N CANADA ST
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain:

*I pick up my aunt & uncle
mail. They are fishing*

d. Using public bulletin board	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain:



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☐ _____
Personal needs ☐ _____
Banking ☐ _____
Employment ☐ _____
Social needs ☒ _____

5. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☐ No ☒

Name: William M. H.
(please print your name)

Address: P.O. Box 216 ST. LUCAS, IOWA 52166

Telephone number: 563-728-2220 Date: 3-22-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

WILLIAM MIK

PO BOX 216
SAINT LUCAS, IA 52186

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lehane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Entering permit mailings Yes ☐ No ☒
- b. Resetting/using postage meter Yes ☐ No ☒

Nonpostal Services

- a. Picking up government
forms (such as tax forms) Yes ☒ No ☐
- b. Using for school bus stop Yes ☐ No ☒
- c. Assisting senior citizens,
persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

- d. Using public bulletin board Yes ☒ No ☐
- e. Other Yes ☐ No ☐

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐Just as Good ☐No Opinion ☐Worse ☐Please explain: It would be more expensive.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____Personal needs ☒ _____Banking ☐ _____Employment ☐ _____Social needs ☐ _____

5. Do you currently use local businesses in the community?

Yes ☒No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒No ☐Name: Kurt Hunker
(please print your name)Address: 137 N. Main St LucasTelephone number: 563-778-2753 Date: 3-31-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

KURT HUINKER

137 N MAIN
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Entering permit mailings Yes ☒ No ☐
- b. Resetting/using postage meter Yes ☒ No ☐

Nonpostal Services

- a. Picking up government forms (such as tax forms) Yes ☐ No ☒
- b. Using for school bus stop Yes ☐ No ☒
- c. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

- d. Using public bulletin board Yes ☒ No ☐

- e. Other Yes ☐ No ☒

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ net, decorah

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☒ decorah, fort atkinson, west union

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: William Langrock
(please print your name)

Address: 28195 Oak Road West Union, IA 52175

Telephone number: 563-778-2321 Date: 4/6/11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

WILLIAM LANGRECK

28195 OAK RD W
WEST UNION, IA 52175

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lanane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is fluid and cursive, with the first name "Thomas" and last name "Allen" clearly distinguishable.

Thomas Allen
Manager, Post Office Operations
PO Box 9988
Cedar Rapids, Iowa 52406-9988



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Entering permit mailings Yes ☐ No ☒
 b. Resetting/using postage meter Yes ☐ No ☒

Nonpostal Services

- a. Picking up government
forms (such as tax forms) Yes ☐ No ☒
 b. Using for school bus stop Yes ☐ No ☒
 c. Assisting senior citizens,
persons with disabilities, etc. Yes ☒ No ☐

If yes, please explain: _____

- d. Using public bulletin board Yes ☒ No ☐
 e. Other Yes ☐ No ☒

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☒

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☒ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: ST. LUCAS HISTORICAL SOCIETY
(please print your name)

Address: P.O. Box 295

Telephone number: 563-248-2710
563-382-1454

Date: 3-27-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

ST LUCAS HISTORICAL SOCIETY
PO BOX 295
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Entering permit mailings Yes ☐ No ☒
- b. Resetting/using postage meter Yes ☐ No ☒

Nonpostal Services

- a. Picking up government
forms (such as tax forms) Yes ☐ No ☐
- b. Using for school bus stop Yes ☐ No ☒
- c. Assisting senior citizens,
persons with disabilities, etc. Yes ☐ No ☐

If yes, please explain: _____

- d. Using public bulletin board Yes ☒ No ☐

- e. Other Yes ☐ No ☐

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☒ _____

Social needs ☐ _____

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Terry Castigan
(please print your name)

Address: 116 Summer Ave. St. Lucas, IN 52164

Telephone number: 513 778 2345 Date: 3/21/11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Would like to keep some zip code



04/25/2011

TERRY COSTIGAN
118 SUMMER DR
SAINT LUCAS, IA 52168

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- A CBU (cluster box unit) will be provided to ensure retention of community name and ZIP code.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2802.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is written in a cursive, flowing style.

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☐

If yes, which offices:

~~Georgetown~~ Post office
St. Lucas

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☒

Just as Good ☐

No Opinion ☐

Worse ☐

Please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping

☒ West Union

Personal needs

☒ West Union

Banking

☒ Waucoma

Employment

☒ Arlington

Social needs

☒ Decorah

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name:

Margaret & Michael Langreth
(please print your name)

Address:

126 East Main St. St. Lucas, IA 52166

Telephone number:

563-451-2037

Date:

3/24/2011

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

MARGARET & MICHAEL LANGRECK
126 E MAIN ST
SAINT LUCAS, IA 52168

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lanane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is fluid and cursive.

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Picking up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Fort Atkinson Ia

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Aaron Dietzenbach
(please print your name)

Address: 109 S.E. Hillside Drive

Telephone number: 563-278-2256 Date: 3/18/10

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

LAURIE DIETZENBACK
109 SE HILLSIDE DR
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 369-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is fluid and cursive, with the first name "Thomas" and last name "Allen" clearly distinguishable.

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Entering permit mailings Yes ☐ No ☒
 b. Resetting/using postage meter Yes ☐ No ☒

Nonpostal Services

- a. Picking up government
forms (such as tax forms) Yes ☐ No ☒
 b. Using for school bus stop Yes ☐ No ☒
 c. Assisting senior citizens,
persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

- d. Using public bulletin board Yes ☐ No ☐

- e. Other Yes ☐ No ☒

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Bennie Kruse
(please print your name)

Address: Box 191

Telephone number: _____ Date: 3-21-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

BONNIE KRUSE
PO BOX 191
SAINT LUCAS, IA 52168

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2002.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is fluid and cursive, with the first name "Thomas" and last name "Allen" clearly distinguishable.

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☐

If yes, which offices: FORT ATKINSON IOWA

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☒

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ DECORAH, IOWA

Personal needs ☐ _____

Banking ☒ FORT ATKINSON, IOWA

Employment ☒ DECORAH IOWA

Social needs ☐ _____

5. Do you currently use local businesses in the community?

Yes ☐

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☐

No ☐

Name: Alvin A MIHM
(please print your name)

Address: 205 N CANADA, ST

Telephone number: _____ Date: 3-17-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

ALVIN A MIHM
205 N CANADA ST
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lanane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☒

No Opinion ☐

Worse ☐

Please explain: If I have a mail box on my house I won't have to walk to the post office plus I send mail out outside my house

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping

☒ Decorah

Personal needs

☒ Decorah

Banking

☒ Fitzgerald, MN

Employment

☒ St. Lucas

Social needs

☐

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☒

Name: Michael Weber
(please print your name)

Address: 115 N Main St, P.O. Box 183

Telephone number: 507-451-8200 Date: 3/24/11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

MICHAEL WEBER

PO BOX 183
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is stylized with a large, looped "T" and a cursive "Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

- | | | |
|--|------------------------------|--|
| a. Picking up government
forms (such as tax forms) | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens,
persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☒

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping

☒ West Union, IA

Personal needs

☒ West Union

Banking

☐ _____

Employment

☐ _____

Social needs

☐ _____

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: LEONA WINTER
(please print your name)

Address: 122 Spring St. P.O. Box 184 St. Lucas, IA 52166

Telephone number: 563-778-2281 Date: March 23, 2011

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

LEONA WINTER
PO BOX 184
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lanane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is stylized with a large, looped "T" and a cursive "Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

No 13th Pay

SUBMITAL
ITEM NO.
PAGE

1380394-52166

22

40



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain:

It is handy for mailing pkgs and obtaining stamps plus our small town needs the business.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping

☒ *towns wherever services are offered*

Personal needs

☒ _____

Banking

☐ _____

Employment

☐ _____

Social needs

☐ _____

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name:

AUDREY DRELLING
(please print your name)

Address:

P.O. Box 217 St. Lucas, Iowa 52166

Telephone number:

563-778-2271

Date:

3/22/11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

AUDREY DRILLING
PO BOX 217
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

POSTAL
ITEM NO.
PAGE

1380394-52166
22
42

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens, persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
|--------------------------------|------------------------------|--|

- | | | |
|----------|------------------------------|-----------------------------|
| e. Other | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
|----------|------------------------------|-----------------------------|

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☐

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☒ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: PATRICIA E. KENNEDY
(please print your name)

Address: 110 W. MAIN ST. ST. LUCAS, IA. 52166

Telephone number 563-778-2358 Date: 3-2-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

PATRICIA E KENNEDY
110 W MAIN ST
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is stylized with a large, looped "T" and a cursive "Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Entering permit mailings Yes ☐ No ☒
 b. Resetting/using postage meter Yes ☐ No ☒

Nonpostal Services

- a. Picking up government
forms (such as tax forms) Yes ☐ No ☒
 b. Using for school bus stop Yes ☐ No ☒
 c. Assisting senior citizens,
persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

- d. Using public bulletin board Yes ☒ No ☐
 e. Other Yes ☐ No ☐

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☐

Please explain: We would miss the post office for sending packages /
very rates.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☒ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☒ _____

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Goernd Transmission Inc. (Darla Goernd)
(please print your name)

Address: P.O. Box 188

Telephone number: 563 778 2719 x2 Date: 3/21/11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Waucoma Post office was mentioned in
the informational letter

Docket: 1380394-52166
page Nbr: 21

It would be of interest to have this
location with hrs of business which
would be more accommodating.

Open thru lunch time and open
later in the Day also to help
out due to the Closing of
St. Lucas if this is what
may happen. or the same applies
to the Ft. Atkinson Post Office -
they are also 1 town over.
Thank for your time Paula Herend

DOCKET NO.

1380394-52166

ITEM NO.

22

PAGE

48

We approx monthly ship packages internationally + use their help.



04/25/2011

GOEREND TRANSMISSION INC

PO BOX 188
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
- You were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery. Package services are also available at usps.com through Click-n-Ship which includes package pickup upon request.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

Thomas Allen
Manager, Post Office Operations

PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St. Lucie Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☐

If yes, which offices: Calmar, Decorah

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☒

No Opinion ☐

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Decorah

Personal needs ☒ _____

Banking ☒ Fort Atkinson

Employment ☒ Calmar, Little Turkey

Social needs ☐ _____

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Kylie Loesch & Jordan Dirak
(please print your name)

Address: 112 E. main St, St. Lucas IA 52166

Telephone number: 563-419-2683 Date: 5/21/2011

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

KYLIE LOESCH AND JORDAN JIRAK

112 E MAIN ST
SAINT LUCAS, IA 52186

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St. Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
--------------------------------	------------------------------	--

e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
----------	------------------------------	--

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☐

If yes, which offices: EAST ATKINSON, CALMAR + DECORAH

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☒

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Decorah

Personal needs ☒ EAST ATKINSON + DECORAH

Banking ☒ Decorah

Employment ☒ Decorah

Social needs ☒ Decorah

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: John V. Foreman
(please print your name)

Address: P.O. 246 ST. LUCAS, IA 52166

Telephone number: 563-778-2246 Date: 3-19-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

As long as we keep our current address.



04/25/2011

JOHN V FOREMAN

PO BOX 246
SAINT LUCAS, IA 52186

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- A CBU (cluster box unit) will be provided to ensure retention of community name and ZIP code.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lohane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <i>no</i>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☐

If yes, which offices:

FORT ATKINSON

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☒

Worse ☐

Please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping

☒

NEW HAMPTON DECORAH OR FORT ATKINSON

Personal needs

☒

NEW HAMPTON + DECORAH

Banking

☐

ST. LUCAS + HAWKEYE

Employment

☐

RETIRED

Social needs

☒

NH OR DECORAH WATULOO

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name:

OLIVERENCE + DARLENE SCHWAMMAN

(please print your name)

Address:

120 SPRING ST BOX 274

Telephone number:

563-778-2244

Date:

3-17-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/25/2011

CLARENCE AND DARLENE SCHWAMMAN
PO BOX 274
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is fluid and cursive, with the first name "Thomas" and last name "Allen" clearly distinguishable.

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: reading public bulletin board



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☐

Please explain: unknown

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☐ _____

Banking ☒ _____

Employment ☐ _____

Social needs ☐ _____

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Don + Karen Kruse
(please print your name)

Address: P.O. Box 218 St. Lucas, Ia 52166

Telephone number: 563-778-2736 Date: 3/18/11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

DON AND KAREN KRUSE

PO BOX 218
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- Customers may continue to meet informally to socialize and exchange information at other residences in town.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
--------------------------------	------------------------------	--

e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
----------	------------------------------	--

If yes, please explain: _____

POSTED BY
ITEM NO.
PAID

1380394-52164
22
63



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☐

If yes, which offices: Waucoma, Lander, New Hampton

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☒

No Opinion ☐

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Decorah

Personal needs ☒ Decorah

Banking ☐ _____

Employment ☒ New Hampton

Social needs ☒ Decorah

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Dan Franzen
(please print your name)

Address: 108 Autumn Dr SW St. Lucas

Telephone number: 563-379-6150 Date: 3-19-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

DAN FRANZEN
18 AUTUMN DR SW
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 398-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is stylized with a large, looped "T" and a cursive "Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Entering permit mailings Yes ☐ No ☒
- b. Resetting/using postage meter Yes ☐ No ☒

Nonpostal Services

- a. Picking up government
forms (such as tax forms) Yes ☐ No ☒
- b. Using for school bus stop Yes ☐ No ☒
- c. Assisting senior citizens,
persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

- d. Using public bulletin board Yes ☐ No ☒

- e. Other Yes ☐ No ☒

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☒

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☒ _____

Banking ☒ _____

Employment ☐ _____

Social needs ☐ _____

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Joyce Drilling
(please print your name)

Address: BOX 205

Telephone number: 563-778-2261

Date: 3-18-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

JOYCE DRILLING

PO BOX 205
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is stylized with a large, looped "T" and a cursive "Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

Nonpostal Services

- | | | |
|--|------------------------------|--|
| a. Picking up government
forms (such as tax forms) | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| b. Using for school bus stop | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| c. Assisting senior citizens,
persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
| e. Other | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☐

Please explain: Would not know how much postage to put
on letters that require additional postage. Money boxes
insufficient or available

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping

☒

Ft. Atkinson, Decorah

Personal needs

☒

Decorah

Banking

☐

Employment

☐

Social needs

☐

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: John i. Jann Kuehner
 (please print your name)

Address: 115 Summer Dr. S.W., St. Lucas, IA

Telephone number: 563-777-2721 Date: 3/17/11

Please add any additional comments on a separate piece of paper and attach it to this form.
 Thank you for taking the time to complete this questionnaire.



04/25/2011

JOHN AND JANN KUEHNER
115 SUMMER DR SW
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is written in a cursive, flowing style.

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
--------------------------------	---	-----------------------------

e. Other	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
----------	------------------------------	--

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☐ _____

Banking ☐ _____

Employment ☐ _____

Social needs ☐ _____

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Margaret Smith
(please print your name)

Address: P.O. Box 203 St Lucas

Telephone number: 563-778-2241 Date: 3/20/14

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

MARGARET SMITH
PO BOX 203
SAINT LUCAS, IA 52186

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> <i>seldom</i>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board Yes ☒ No ☐

e. Other Yes ☐ No ☐

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☒

Just as Good ☐

No Opinion ☐

Worse ☐

Please explain: To our home

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping

☒ Ft. Atkinson

Personal needs

☒ Decorah

Banking

☒ Hawkeye

Employment

☒ Jackson Tct.

Social needs

☒ Varies

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Rich Franzen
(please print your name)

Address: PO Box 278 St Lucas, IA 52166

Telephone number: 563-778-2797 Date: 3/17/11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

RICH FRANZEN
PO BOX 278
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is written in a cursive, flowing style.

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Entering permit mailings Yes ☐ No ☒
- b. Resetting/using postage meter Yes ☐ No ☒

Nonpostal Services

- a. Picking up government
forms (such as tax forms) Yes ☒ No ☐
- b. Using for school bus stop Yes ☐ No ☒
- c. Assisting senior citizens,
persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

- d. Using public bulletin board Yes ☒ No ☐

- e. Other Yes ☐ No ☒

If yes, please explain: City Council posts all business on the

board in the post office



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☒ _____

Banking ☒ _____

Employment ☐ _____

Social needs ☐ _____

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Laverne Franzen
(please print your name)

Address: 105 Hillside Dr. S.E. Box 236

Telephone number: 778-2335 Date: 7-17-2011

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

LAVERNE FRANZEN

PO BOX 236
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- Customers may continue to meet informally to socialize and exchange information at other residences in town.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waubesa Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Entering permit mailings Yes ☐ No ☒
- b. Resetting/using postage meter Yes ☐ No ☒

Nonpostal Services

- a. Picking up government
forms (such as tax forms) Yes ☐ No ☒
- b. Using for school bus stop Yes ☐ No ☒
- c. Assisting senior citizens,
persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

- d. Using public bulletin board Yes ☐ No ☒
- e. Other Yes ☐ No ☒

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☐

If yes, which offices: FT. ATKINSON

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ DECORAH, WATERLOO

Personal needs ☒ DECORAH

Banking ☐ _____

Employment ☐ _____

Social needs ☒ DECORAH

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: MARK'S JEWELRY MARY PAT RIDOUT
(please print your name)

Address: 105 MAIN ST.

Telephone number: 563 778-2232 Date: 3/17/11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

MARK'S JEWELRY MARY PAT RIDOUT
105 MAIN ST
SAINT LUCAS, IA 52188

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Entering permit mailings Yes ☐ No ☒
- b. Resetting/using postage meter Yes ☐ No ☒

Nonpostal Services

- a. Picking up government forms (such as tax forms) Yes ☐ No ☒
- b. Using for school bus stop Yes ☐ No ☒
- c. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

- d. Using public bulletin board Yes ☒ No ☐

- e. Other Yes ☐ No ☐

If yes, please explain: _____



ITEM NO.
PAGE

1380394-52166
22
85

-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain: NOT AS SECURE; otherwise
CARRIER ROUTE TO RESIDENCE MUCH PREFERABLE TO CLUSTER BOX.
IN FACT I WILL NOT USE A CLUSTER BOX.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping

☒

Decorah

Personal needs

☒

Decorah

Banking

☐

Employment

☐

Social needs

☐

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☐

No ☐

Name: James Kern
(please print your name)

Address: PO Box 215 St Lucas 52166-0215

Telephone number: 228-2782 Date: 3.12.11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

JAMES KERN
PO BOX 215
SAINT LUCAS, IA 52188

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is written in a cursive, flowing style.

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

POSTAL NO.
ITEM NO.
DATE

1380394-5266
22
87



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Sometimes
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Resetting/using postage meter	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
--------------------------------	---	-----------------------------

e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>
----------	------------------------------	-----------------------------

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain: *We can get our mail early morning instead of the late rural delivery that goes by my home now. Would like to maintain a St. Lucas address - not some other town's address.*

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____

Personal needs ☒ _____

Banking ☐ *In town*

Employment ☐ *In town*

Social needs ☐ *In town*

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: *Kathryn Meyer*
(please print your name)

Address: *St. Lucas IA 52166*

Telephone number: *563-778-2708* Date: *3-18-11*

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

I know you already have made up your minds - but the Postal Dept. is helping take our small rural communities off the map. I know the Postal Dept. is in deep debt - but why not cut other places? The Federal Govt, the State Govt, County Govt - everyone cuts jobs - not create them.



04/25/2011

KATHRYN MEYER

SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- A CBU (cluster box unit) will be provided to ensure retention of community name and ZIP code.
- You expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.
- You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other postal services:

- a. Entering permit mailings Yes ☐ No ☐
- b. Resetting/using postage meter Yes ☐ No ☐

Nonpostal Services

- a. Picking up government forms (such as tax forms) Yes ☐ No ☐
- b. Using for school bus stop Yes ☐ No ☐
- c. Assisting senior citizens, persons with disabilities, etc. Yes ☒ No ☐

If yes, please explain:

Whenever necessary

- d. Using public bulletin board Yes ☐ No ☐
- e. Other Yes ☐ No ☐

If yes, please explain:

I read it every day

MEMO
PAGE

1380394-52166
22
91



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain: Box will be sent in the a/c, no, etc.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Shopping for Groceries & clothes

Personal needs ☐ _____

Banking ☐ _____

Employment ☒ satisfied

Social needs ☐ _____

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: _____



Rita Kuehner

PO Box 185

Saint Lucas, IA 52166-0185

Address: _____

Telephone number: 563-778-2742 Date: 03-17-2011

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

RITA KUEHNER
PO BOX 185
SAINT LUCAS, IA 52168

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about inclement weather conditions. Inclement weather conditions are also a factor for PO Box customers who must traverse parking areas and sidewalks to obtain their mail. † The Postal Service makes every effort to provide a safe environment for its customers and employees for all types of delivery.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa 52405-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Entering permit mailings Yes ☐ No ☒
- b. Resetting/using postage meter Yes ☐ No ☒

Nonpostal Services

- a. Picking up government
forms (such as tax forms) Yes ☐ No ☒
- b. Using for school bus stop Yes ☐ No ☒
- c. Assisting senior citizens,
persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

- d. Using public bulletin board Yes ☒ No ☐

- e. Other Yes ☐ No ☒

If yes, please explain: Look @ TOWN MINUTES



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☐

If yes, which offices: Waucoma

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☒

No Opinion ☐

Worse ☐

Please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ Decorah / Waterloo / West Union

Personal needs ☒ " " "

Banking ☒ Waucoma

Employment ☒ Waucoma / Waterloo

Social needs ☒ Decorah / Waterloo

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Ann Schanferbuel
(please print your name)

Address: 115 Green Hill Drive Box 251 St. Lucas, IA 52166

Telephone number: 563-778-2761 Date: 3/17/11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

Suggestion: I think a viable option for a mail delivery system. Keep lobby of current post office and mail boxes and the Waucoma office can sort/stuff St. Lucas customers. No staff need in St. Lucas - no new boxes -



04/25/2011

ANN SCHANFENBUEL
PO BOX 251
SAINT LUCAS, IA 52186

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2602.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



CITY/STATE

ZIP CODE

PAGE

1380394.52166

72

96

Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other postal services:

a. Entering permit mailings	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
b. Resetting/using postage meter	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

Nonpostal Services

a. Picking up government forms (such as tax forms)	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
b. Using for school bus stop	Yes <input type="checkbox"/>	No <input type="checkbox"/>
c. Assisting senior citizens, persons with disabilities, etc.	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____

d. Using public bulletin board	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
e. Other	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If yes, please explain: _____



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☒

No Opinion ☐

Worse ☐

Please explain: It would not be convenient for us. We are too old to walk any distance to get mail.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping

☒ Ft. Atkinson for groceries

Personal needs

☒ Doctor & dentist appts. at West Union

Banking

☒ W

Employment

☐

Social needs

☐

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Arnold and Irma Luzum
 (please print your name)

Address: Box 235 111 SE Hillside Drive St Lucas Ia

Telephone number: 778-2253 Date: _____
 (563)

Please add any additional comments on a separate piece of paper and attach it to this form.
 Thank you for taking the time to complete this questionnaire.

We would like to get our mail from West Union since they mail out our meds. from West Union and we would get them sooner. We would like them delivered to our house since we are too old to go to the end of the street to get it.



04/25/2011

ARNOLD AND IRMA LUZUM

PO BOX 235
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- A CBU (cluster box unit) will be provided to ensure retention of community name and ZIP Code. Please contact the West Union Post office to determine your eligibility for rural route delivery emanating from that office.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52408-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Entering permit mailings Yes ☐ No ☒
- b. Resetting/using postage meter Yes ☐ No ☒

Nonpostal Services

- a. Picking up government forms (such as tax forms) Yes ☐ No ☒
- b. Using for school bus stop Yes ☐ No ☒
- c. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

- d. Using public bulletin board Yes ☒ No ☐

- e. Other Yes ☐ No ☐

If yes, please explain: _____



1380394-52164
ITEM NO. 22
PAGE 100

-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☒

No ☐

If yes, which offices: Fort Atkinson

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain: I think sending + receiving packages would be more difficult and I need my mail held 3 times a year for 2-3 weeks.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping

☒ Decorah, West Union (New Hampton - 2 times in 6 months)

Personal needs

☒ Decorah

Banking

☐

Employment

☐

Social needs

☒ Decorah

5. Do you currently use local businesses in the community?

Yes ☒ Bank

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Patsy J. Pimlott
(please print your name)

Address: 201 Summer Drive

Telephone number: 563-778-2243 Date: 3-31-11

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.



04/25/2011

PATSY J PIMLOTT
201 SUMMER DR
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

Thomas Allen
Manager, Post Office Operations

PO Box 8998
Cedar Rapids, Iowa, 52408-8998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Entering permit mailings Yes ☐ No ☒
- b. Resetting/using postage meter Yes ☐ No ☒

Nonpostal Services

- a. Picking up government forms (such as tax forms) Yes ☐ No ☒
- b. Using for school bus stop Yes ☐ No ☒
- c. Assisting senior citizens, persons with disabilities, etc. Yes ☐ No ☒

If yes, please explain: _____

- d. Using public bulletin board Yes ☒ No ☐

- e. Other Yes ☐ No ☐

If yes, please explain: _____



04/25/2011

RYAN VSETECKA

PO BOX 157
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

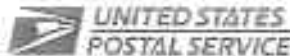
- A CBU (cluster box unit) will be provided to ensure retention of community name and ZIP code.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen".

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Entering permit mailings Yes ☐ No ☐
- b. Resetting/using postage meter Yes ☐ No ☐

Nonpostal Services

- a. Picking up government
forms (such as tax forms) Yes ☐ No ☐
- b. Using for school bus stop Yes ☐ No ☐
- c. Assisting senior citizens,
persons with disabilities, etc. Yes ☐ No ☐

If yes, please explain: _____

- d. Using public bulletin board Yes ☒ No ☐
- e. Other Yes ☐ No ☐

If yes, please explain: It keeps us informed so we all
can see what is happening or changing
I don't drive so it is an added plus



2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?
- Yes ☐ No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐ Just as Good ☐ No Opinion ☐ Worse ☒

Please explain: *They will have more work on them to do in the same amount of time - don't you think that will hurt them and make the service worse.*

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping ☒ _____
Personal needs ☒ _____
Banking ☐ _____
Employment ☐ _____
Social needs ☐ _____

5. Do you currently use local businesses in the community?

Yes ☒ No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒ No ☐

Name: JANET KUENDEL
(please print your name)

Address: 104 Hillside Dr S.E.

Telephone number: 563-778-2380 Date: MARCH 31, 2011

Please add any additional comments on a separate piece of paper and attach it to this form.
Thank you for taking the time to complete this questionnaire.

WE are mostly retired and elderly people. If you take the post office from St. Lucas, it will be a burden for many of us. Maybe you could keep it open only 5 days instead of 6 and cut the hours during the week from 10 AM to 5:00 P.M. or somewhere in that vicinity, so we could keep our Post Office even 10 - 4:30 would be great. Please consider these options - and when you are making your decisions - please keep in mind that you will be retired and elderly someday. Take care and God bless.



04/25/2011

JANET KUENNEN
104 HILLSIDE DR SE
SAINT LUCAS, IA 52186

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink that reads "Thomas Allen". The signature is fluid and cursive, with the first name "Thomas" and last name "Allen" clearly distinguishable.

Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the St Lucas Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other postal services:

- a. Entering permit mailings Yes ☐ No ☒
- b. Resetting/using postage meter Yes ☐ No ☒

Nonpostal Services

- a. Picking up government forms (such as tax forms) Yes ☐ No ☒
- b. Using for school bus stop Yes ☐ No ☒
- c. Assisting senior citizens, persons with disabilities, etc. Yes ☒ No ☐

If yes, please explain: Advertise services for children & elderly,

- d. Using public bulletin board Yes ☒ No ☐
- e. Other Yes ☒ No ☐

If yes, please explain: Post community information concerning school services including homeless resources, swimming lessons, and community events



-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐

No ☒

If yes, which offices: _____

3. If you now receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service would compare with your present service?

Better ☐

Just as Good ☐

No Opinion ☐

Worse ☒

Please explain: The post office currently provides excellent service, dry mail, stamps, shipping, etc.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

Shopping

☒

Fort Atkinson

Personal needs

☒

Fort Atkinson

Banking

☐

Employment

☐

Social needs

☐

in community

5. Do you currently use local businesses in the community?

Yes ☒

No ☐

If yes, would you continue to use them if the Post Office is discontinued?

Yes ☒

No ☐

Name: Amenda S Lawless Anderson
(please print your name)

Address: PO Box 213 St. Lucas, IA 52166

Telephone number: 563-778-2401 Date: March 17, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

March 23, 2011

Dear USPS,

I am writing in response to the letter and attached questionnaire dated March 11, 2011 which I received in my PO Box. These are both in reference to the proposal to close the Saint Lucas Post Office and move to a rural route carrier. Our household feels strongly about maintaining our Saint Lucas Post Office for the following reasons.

1. A large quantity of our monthly bills is currently paid through USPS. We feel confident that the personal care and service provided by our local post masters is of the highest quality and helps to ensure the safe travel of our payments to their provider. *If we no longer have a post office in town, we will probably move our bills to automatic withdrawal payments or online payments due to the inconvenience of seeking out a post office in other local towns. We would imagine that several households in our community would do the same.*
2. We moved to Saint Lucas because we enjoy the town. We also greatly appreciate our Saint Lucas address. *We are greatly opposed to be forced to switch to a Waucoma address. We did not move to Waucoma nor do we want family or friends to be confused by a new address.*
3. We think it is unreasonable to have a cluster box unit at the end of every street. *We feel this is unsafe considering we have no local law enforcement especially in the case of vandalism. In addition, these clusters would then clutter up the look of each neighborhood.*

David & Amanda Lawless Anderson
Saint Lucas Post Office Letter – March 2011

AGENCY NO.
ITEM NO.
PAID

1380394-52166
22
112

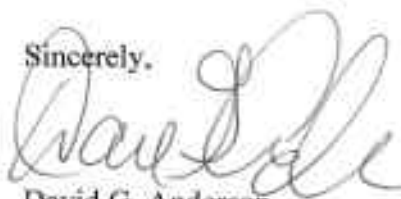
4. We realize that the cost of maintaining a postal office can rise and those costs need to go somewhere. *To help defray the cost, each postal box customer could be charged monthly or yearly for box rental.*
5. The school and the community use the post office to put important notices out to patrons in the community. *It is a highly used building and service that we would like to be maintained. Where will our local 'news' come from that is accessible to ALL community members???*

We respect your decision as a taxpayer entity to make wise fiscal decisions. Sometimes, those decisions also need to be weighed with the needs of an elderly community that views the post office as a hub, a grounding point. The postal service is imperative in this day and age. For communities to lose the USPS is often a white flag of surrender that acknowledges that their community will soon diminish and cease to exist.

Another option may be to maintain the building as our post office boxes with the addition of a stamp machine. The rural route carrier could put the mail in the boxes and pick up the next bag of dropped mail. People would be able to maintain their box, but have the lesser expense of a rural route carrier.

We appreciate you listening to our thoughts concerning this major change for our community. If you have questions about the above thoughts, please feel free to contact us via PO Box as listed below or by phone (563) 778-2401 or cell (563) 422-7724.

Sincerely,



David G. Anderson
PO Box 213
Saint Lucas, IA 52166



Amanda Lawless Anderson
PO Box 213
Saint Lucas, IA 52166



04/25/2011

AMANDA S LAWLESS-ANDERSON
PO BOX 213
SAINT LUCAS, IA 52166

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Saint Lucas Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

*You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

*You were concerned about obtaining services from the carrier; retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

*You were concerned about notices that are posted in the Post Office. Customers may continue to meet informally to socialize and exchange information at other residences in town.

*You expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

*You expressed concern about the personal service provided at the St Lucas Post Office. Courteous and helpful service will be provided by the personnel at nearby Post Offices and by the carrier. Special assistance will be provided as needed. The sanctity of the mail is a condition of employment for all postal employees.

SECRET

ITEM NO.

PAGE

1370394-5216p

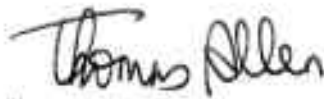
22

114

*You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. A CBU (cluster box unit) will be provided to ensure retention of community name and ZIP code. CBUs provide security of mail to individually locked compartments.

If it is determined that a discontinuance of the Saint Lucas Post Office should be pursued, a formal proposal will be posted in the Waucoma Post Office and Saint Lucas Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,



Thomas Allen
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the SAINT LUCAS Post Office on 03/11/2011. Additionally, during the survey period, questionnaires were available at the SAINT LUCAS Post Office to walk-in retail customers.

1. Number of Questionnaires

Total Questionnaires distributed	75
Favorable to proposal	8
Unfavorable to proposal	12
Expressing no opinion	16
Total questionnaires received	36

Postal Concerns

The following postal concerns were expressed

1. Concern (No Opinion):
Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.
Response:
The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide charge or a bill for the amount over the estimate.
2. Concern (No Opinion):
Customer expressed concern about delivery.
Response:
A CBU (cluster box unit) will be provided to ensure retention of community name and ZIP Code. Please contact the West Union Post office to determine your eligibility for rural route delivery emanating from that office.
3. Concern (No Opinion):
Customer expressed concern about inclement weather.
Response:
Inclement weather conditions are also a factor for PO Box customers who must traverse parking areas and sidewalks to obtain their mail. The Postal Service makes every effort to provide a safe environment for its customers and employees for all types of delivery.
4. Concern (No Opinion):
Customers felt the post office should remain open since they paid taxes.
Response:
The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
5. Concern (No Opinion):
Customers questioned the economic savings of the proposed discontinuance.
Response:
Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.
6. Concern (No Opinion):
Customers questioned the economic savings of the proposed discontinuance.
Response:
Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.
7. Concern (No Opinion):
Customers said they would miss the special attention and assistance provided by the personnel at the St. Lucas Post Office.
Response:
Courteous and helpful service will be provided by the personnel at nearby Post Offices and by the carrier. Special assistance will be provided as needed. The sanctity of the mail is a condition of employment for all postal employees.
8. Concern (No Opinion):
Customers were concerned about a change of address.
Response:
A CBU (cluster box unit) will be provided to ensure retention of community name and ZIP code.
9. Concern (No Opinion):
Customers were concerned about a change of ZIP Code.
Response:
A CBU (cluster box unit) will be provided to ensure retention of community name and ZIP code.

10. Concern (No Opinion):

Customers were concerned about later delivery of mail.
Response:

A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

11. Concern (No Opinion):

Customers were concerned about mail security.
Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

12. Concern (No Opinion):

Customers were concerned about mail security.
Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. A CBU (cluster box unit) will be provided to ensure retention of community name and ZIP code; CBUs provide security of mail to individually locked compartments.

13. Concern (No Opinion):

Customers were concerned about obtaining services from the carrier.
Response:

Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

14. Concern (No Opinion):

Customers were concerned about obtaining services from the carrier.
Response:

Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery. Package services are also available at usps.com through Click-n-Ship which includes package pickup upon request.

15. Concern (No Opinion):

Customers were concerned about senior citizens

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to CBLUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

16. Concern (No Opinion):

Customers were concerned about senior citizens

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBLUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

17. Concern (No Opinion):

Customers were concerned about the limited hours of operation at the post office

Response:

Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

18. Concern (No Opinion):

No Concern

Response:

19. Concern (No Opinion):

You were concerned about having to travel to another post office for service

Response:

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (No Opinion):

Customer expressed a concern about the loss of the community bulletin board at the Post Office

Response:

Customers may continue to meet informally to socialize and exchange information at other residences in town.

2. Concern (No Opinion):

Customers expressed concern for loss of community identity

Response:

A CEU (cluster box unit) will be provided to ensure retention of community name and ZIP code.

Community Meeting Roster

Postal Service Representative (Names and Titles):
 Sara Lindauer - Post Office Review Investigator
 Tom Allen - Post Office Operations Manager

Date: 03/31/2011
 Time: 6:00 pm

Total Number of Customers Present: 33

Place: St Lucas Community Center

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Arnold & Anna	Lucas Box 235	52166	778-2253
Pictor & Fran	Box 278	52166	778-2797
Bob Belden	Westgate	50681	563-578-8745
Mary Belden	Westgate	50681	563-578-8745
Eina Stahley	Waucoma	52171	
Gretchen Bruening	Decorah	52101	563-419-3634
Sue Ball	Protium	52163	563-569-8725
Kurt Huinker	St Lucas	52166	563-778-2753
Mary Doukups	Calmar	52132	563 569 8639
Deb Gutkenhau	Calmar	52132	563 562-3128
Louise Dotybeck	St. Lucas	52166	563 778-2786
Amanda Lawless Lindner	Box 213 St Lucas	52166	563-778-2401
Sue Hickman	1241 295 Ave	52144	563-534-7418
Lori Hebel	Lawler	52154	319-239-4088
Wade Allen	St. Lucas	52166	563-778-2401
Chlorine Frongie	St Lucas	52166	563-778-2335
Amelia Homuth	O. Assen	52161	563-379-5550
Ryan Vetecka	St Lucas	52166	563-778-2126
Henry C. Payne	St Lucas	52166	563 778 2279

Community Meeting Roster

Postal Service Representative (Names and Titles)
Sara Lindauer - Post Office Review Investigator
Tom Allen - Post Office Operations Manager

Date: 03/31/2011
Time: 6:00 pm

Total Number of Customers Present

Place: St Lucas Community Center

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

[illegible]

Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

1. Concern (Unfavorable):
Customers inquired as to who will remove the snow around the CBUs.
Response:
The Postal Service will remove snow and maintain the area around the CBUs.
2. Concern (Unfavorable):
Customers inquired as to what would happen if neighboring offices would also close.
Response:
These offices would be absorbed into other offices.
3. Concern (Unfavorable):
Customers asked why we cannot go to 5 day delivery and have the office closed on Saturdays.
Response:
The Postal Service is currently seeking many means to become more efficient. Congress has been asked by the Postal Service to look at alternatives including but not limited to 5 day delivery. The Postal Service is looking at 5 day delivery but continuing 6 day retail for most offices.
4. Concern (Unfavorable):
Customers questioned the economic savings of the proposed discontinuance.
Response:
Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates \$22341 in annual savings.
5. Concern (Unfavorable):
Customers stated that if the Post Office is closed, they will use UPS for mailing packages.
Response:
Services provided at the post office are available from the carrier, and customers will not have to travel to another delivery company for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. With the Postal Service, customers do not need to leave their home unlike UPS. Many services are available right from their computer at www.usps.com. Customers can buy stamps, pay for postage for their packages, schedule a carrier pickup right from their home or business, and request a hold on their mail to name a few of the services offered online.
6. Concern (Unfavorable):
Customer expressed a concern about package delivery and pickup
Response:
Rural carriers will deliver packages that fit in your rural mail box. If the package does not fit in the mail box or parcel locker, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport.
7. Concern (Unfavorable):
Customers were concerned about obtaining services from the carrier
Response:
Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

8. **Concern (UnFavorable):**

Customers were concerned about a change of address

Response:

Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

9. **Concern (UnFavorable):**

Customers were concerned about the employment of the employees in the office.

Response:

The current officer in charge is a postmaster relief whose position is not considered a career position. Efforts will be made to reassign this individual in another office.

Nonpostal Concerns

1. **Concern (UnFavorable):**

Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

Memo to the record

4/25/2011

Re: Community Meeting Letter

The community meeting notification letter was combined with the notice of suspension letter as in item number 3. As a result, there is no sole community letter to include in this record.



Sara Lindauer
Post Office Review Investigator



A. Office

Name: SAINT LUCAS State: IA Zip Code: 52168
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-01 County: Fayette
EAS Grade: 55 Finance Number: 188028
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 27. There was not a petition recieved.

Prepared by: Karen Lanane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 04/25/2011
Fax No: (319) 399-5502



A. Office

Name: SAINT LUCAS State: IA Zip Code: 52168
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-01 County: Fayette
EAS Grade: 55 Finance Number: 188028
Post Office: ☒ Classified Station: ☐ Classified Branch: ☐ CPO: ☐

This form is a place holder for number 28. There was no Congressional inquiry.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 05/19/2011
Fax No: (319) 399-6502

Proposal Checklist

Section I

Responsiveness to Community Postal Needs

- ✓ Tell what we are doing and why.
- ✓ Is reason for discontinuance justified and documented in the record?
- NA If suspended, what type of alternate service customers are now receiving?
- ✓ Reason for vacancy and information on postmaster/OIC
- ✓ Number of customers and type of service they received and will receive.
- ✓ Hours of service, daily window transaction average, number of permit mailers, and postage meter users.
- ✓ Last three fiscal years of revenue and revenue units.
- NA Decline in service workload/reduction in EAS level, if appropriate.
- ✓ Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.
- ✓ Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.
- ✓ If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.
- ✓ Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.
- ✓ Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.
- ✓ Information on petitions and congressional inquiries included with Postal Service responses.
- ✓ Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.
- ✓ Advantages and disadvantages of proposed alternate service.
- ✓ Any other pertinent information concerning Postal Service needs.

Section II

Effect on the Community

- ✓ Brief background of area, community government, population, etc.
- ✓ Number of businesses, religious institutions, schools, local government offices, social organizations, etc.
- NA Was Post Office used as meeting place?
- NA Was Post Office a shelter for a bus stop?
- ✓ Did the Post Office have a public bulletin board?
- NA Were government forms available at the Post Office?
- NA Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?
- NA What is the historical value of the office?
- ✓ Is an address change necessary?
- ✓ Will the community identity be preserved?
- ✓ What are the growth trends (flat, up, down)?
- ✓ Were any other nonpostal items identified?

Section III

Effect on Employees

- ✓ Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV

Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS- 55 Minimum, no COLA)

\$ 20,947

Fringe benefits 33.5%

\$ 7,017

Rental costs, excluding utilities

\$ 2,900

Total annual costs

\$ 30,864

Less estimated cost of replacement service

- 8,109

Total annual savings

\$ 22,755

A one-time expense of \$ 3685 will be/was incurred for installation of CBUs and parcel lockers.

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

The Postal Service has identified no other factors for consideration (if appropriate).

List other factors as appropriate.

Other factors when replacement service is a CPO.

Section VI

Summary

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

Section VII

Notices

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By:

Investigative Coordinator

Date

Reviewed and Certified By:

District PO Review Coordinator

Date

5-19-11

5-19-11



05/26/2011

SENIOR VICE PRESIDENT
GOVERNMENT RELATIONS AND PUBLIC POLICY
475 L'ENFANT PLAZA SW RM 10804
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close
the SAINT LUCAS Post Office
Docket No. 1380394

This is to advise you that on 05/06/2011, I will post for public comment a proposal to close the SAINT LUCAS Post Office in Fayette, Congressional District No. 1A-01.

If you have any questions, please call KAREN LENANE District Review Coordinator at (319) 399-2902.

GAIL DUBA
District Manager
HAWKEYE PFC District

cc: Manager, Customer Service Operations
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920
Proposal



05/26/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
SAINT LUCAS Proposal
Docket No. 1380394 - 52166

Please post the enclosed proposal to close the SAINT LUCAS Post Office in the lobby. The proposal must be posted in a prominent place from 06/05/2011 through close of business on 06/07/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (319) 399-2902.

A handwritten signature in black ink, appearing to read "K. Lenane", written over a horizontal line.

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC District

Enclosures: PS Form 4920
Proposal
Invitation for Comments
Comment Forms
Official Record

Date of Posting: 08/06/2011

Date of Removal: 08/07/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE SAINT LUCAS, IA POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the Saint Lucas Post Office:

The Postal Service is considering the close of the Saint Lucas Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/06/2011 through 08/07/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Saint Lucas Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.



THOMAS ALLEN
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

DOCKET NO.
ITEM NO.
PAGE

1380394-52166
33
1

Date of Posting: 08/06/2011

Posting Round Date:

Date of Removal: 08/07/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE SAINT LUCAS, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1380394 - 52166

L RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Saint Lucas, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the West Union Post Office, located nine miles away. Service may be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster retired on May 03, 2003. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Study for discontinuance request is based on declining workload, declining volumes, revenue, and the ability of the Postal Service to provide effective and regular service by an alternate means.

The Saint Lucas Post Office, an EAS-55 level, provides service from 08:45 - 12:00 13:30 - 16:30 Monday - Friday, 08:45 - 10:15 Saturday and lobby hours of 24 hours on Monday - Friday and 24 hours on Saturday to 75 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 17 transaction(s) accounting for 18 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$21,249 (55 revenue units) in FY 2008; \$20,554 (54 revenue units) in FY 2009; and \$17,951 (47 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On March 31, 2011, representatives from the Postal Service were available at St Lucas Community Center to answer questions and provide information to customers. 33 customer(s) attended the meeting.

On March 11, 2011, 75 questionnaires were distributed to delivery customers of the Saint Lucas Post Office. Questionnaires were also available over the counter for retail customers at the Saint Lucas Post Office. 36 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 8 favorable, 12 unfavorable, and 16 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the West Union Post Office, an EAS-18 level office. Window service hours at the West Union Post Office are from 08:30-17:00, Monday through Friday, and 09:30-10:30 on Saturday. There are 113 post office boxes available.

Retail service is also available at the Waucoma Post Office an EAS-13 level office, located six miles away. Window service hours at Waucoma Post Office are from 08:45 - 12:00 13:00 - 16:15, Monday through Friday and 08:45 - 09:30 on Saturday. There are 74 post office boxes available for rent.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- | | |
|--------------------|--|
| 1. Concern: | Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. |
| Response: | The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. |
| 2. Concern: | Customer expressed concern about delivery. |
| Response: | A CBU (cluster box unit) will be provided to ensure retention of community name and ZIP Code. Please contact the West Union Post office to determine your eligibility for rural route delivery emanating from that office. |
| 3. Concern: | Customer expressed concern about inclement weather. |
| Response: | Inclement weather conditions are also a factor for PO Box customers who must traverse parking areas and sidewalks to obtain their mail. The Postal Service makes every effort to provide a safe environment for its customers and employees for all types of delivery. |
| 4. Concern: | Customers felt the post office should remain open since they paid taxes. |
| Response: | The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers. |

5. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.
6. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
7. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the St Lucas Post Office.
- Response:** Courteous and helpful service will be provided by the personnel at nearby Post Offices and by the carrier. Special assistance will be provided as needed. The sanctity of the mail is a condition of employment for all postal employees.
8. **Concern:** Customers were concerned about a change of address
- Response:** A CBU (cluster box unit) will be provided to ensure retention of community name and ZIP code.
9. **Concern:** Customers were concerned about a change of ZIP Code
- Response:** A CBU (cluster box unit) will be provided to ensure retention of community name and ZIP code.
10. **Concern:** Customers were concerned about later delivery of mail
- Response:** A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.
11. **Concern:** Customers were concerned about mail security
- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
12. **Concern:** Customers were concerned about mail security
- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. A CBU (cluster box unit) will be provided to ensure retention of community name and ZIP code. CBUs provide security of mail to individually locked compartments
13. **Concern:** Customers were concerned about obtaining services from the carrier

Response:

Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

14. **Concern:**

Customers were concerned about obtaining services from the carrier

Response:

Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery. Package services are also available at usps.com through Click-n-Ship which includes package pickup upon request.

- | | | |
|-----|------------------|--|
| 15. | Concern: | Customers were concerned about senior citizens |
| | Response: | Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to CBU's. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. |
| 16. | Concern: | Customers were concerned about senior citizens |
| | Response: | Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBU's. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. |
| 17. | Concern: | Customers were concerned about the limited hours of operation at the post office |
| | Response: | Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. |
| 18. | Concern: | You were concerned about having to travel to another post office for service |
| | Response: | Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. |
| 19. | Concern: | Customer expressed a concern about package delivery and pickup |
| | Response: | Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box or parcel locker, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. |
| 20. | Concern: | Customers asked why we cannot go to 5 day delivery and have the office closed on Saturdays. |
| | Response: | The Postal Service is currently seeking many means to become more efficient. Congress has been asked by the Postal Service to look at alternatives including but not limited to 5 day delivery. The Postal Service's is looking at 5 day delivery but continuing 6 day retail for most offices. |
| 21. | Concern: | Customers inquired as to what would happen if neighboring offices would also close. |
| | Response: | These offices would be absorbed into other offices. |
| 22. | Concern: | Customers inquired as to who will remove the snow around the CBU's. |

Response: The Postal Service will remove snow and maintain the area around the CBUs.

23. **Concern:** Customers questioned the economic savings of the proposed discontinuance.

Response: Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates \$22341 in annual savings.

24. **Concern:** Customers stated that if the Post Office is closed, they will use UPS for mailing packages.

Response: Services provided at the post office are available from the carrier, and customers will not have to travel to another delivery company for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. With the Postal Service, customers do not need to leave their home unlike UPS. Many services are available right from their computer at www.usps.com. Customers can buy stamps, pay for postage for their packages, schedule a carrier pickup right from their home or business, and request a hold on their mail to name a few of the services offered online.

25. **Concern:** Customers were concerned about the employment of the employees in the office.

Response: The current officer in charge is a postmaster relief whose position is not considered a career position. Efforts will be made to reassign this individual in another office.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBU's can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Saint Lucas is an incorporated community located in Fayette County. The community is administered politically by Mayor and Council. Police protection is provided by the Fayette County Sheriff. Fire protection is provided by the St Lucas Fire Department. The community is comprised of Mixture of retirees, commuters, and self employed, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Saint Lucas Fire Department, St. Luke's Historical Society, Mark's Jewelry, White House Supper Club, Headquarters, Goerend Transmissions, First National Bank, Kuennen's Tap & Liquor Store, M&M's Convenience Store, D&M Farm Supply, Huinker Construction, Sunburst Memorials. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Saint Lucas Post Office will be available at the West Union Post Office. Government forms normally provided by the Post Office will also be available at the West Union Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|--|
| 1. Concern: | Customer expressed a concern about the loss of the community bulletin board at the Post Office. |
| Response: | Customers may continue to meet informally to socialize and exchange information at other residences in town. |
| 2. Concern: | Customers expressed concern for loss of community identity |
| Response: | A CBU (cluster box unit) will be provided to ensure retention of community name and ZIP code. |
| 3. Concern: | Customers were concerned about the loss of a gathering place and an information center. |
| Response: | Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town. |

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster retired on May 03, 2003. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 22,755 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 20,947
Fringe Benefits @ 33.5%	\$ 7,017
Annual Lease Costs	<u>+ \$ 2,900</u>
Total Annual Costs	\$ 30,864
Less Annual Cost of Replacement Service	<u>- \$ 8,109</u>
Total Annual Savings	<u>\$ 22,755</u>

A one-time expense of \$ 3685 will be incurred for installation of CBUs and 0 parcel locker(s).

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Saint Lucas, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the West Union Post Office, located nine miles away. Service may be provided to cluster box units (CBUs).

The postmaster retired on May 03, 2003. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Saint Lucas Post Office provided delivery and retail service to 75 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 17. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$22,755 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Saint Lucas Post Office, Waucoma Post Office and West Union Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



THOMAS ALLEN
Manager, Post Office Operations

06/06/2011
Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the SAINT LUCAS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date _____



08/04/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 08/07/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

A handwritten signature in blue ink, appearing to read "Karen Lenane".

KAREN LENANE
Post Office Review Coordinator
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

DOCKET NO. 1380394-52166
ITEM NO. 36
PAGE 1

Date of Posting: 06/06/2011

Posting Round Date:



Date of Removal: 08/07/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE SAINT LUCAS, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1380394 - 52166

DOCKET NO.

1380394-52166

ITEM NO.

34

PAGE

2

Date of Posting: 08/06/2011

Posting Round Date:



Date of Removal: 08/07/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE SAINT LUCAS, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1380394 - 52166

DOCKET NO. 1380394-52166
ITEM NO. 34
PAGE 3

Date of Posting: 06/06/2011

Posting Round Date: JUN 06 2011

Date of Removal: 08/07/2011

Removal Round Date:

AUG 08 2011

USPS

PROPOSAL TO CLOSE
THE SAINT LUCAS, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1380394 - 52166

Date of Posting: 06/06/2011

Date of Removal: 08/07/2011



UNITED STATES POSTAL SERVICE



**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE SAINT LUCAS, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE**

To the customers of the Saint Lucas Post Office:

The Postal Service is considering the close of the Saint Lucas Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/06/2011 through 08/07/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Saint Lucas Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52408-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.

THOMAS ALLEN
PO BOX 9998
CEDAR RAPIDS, IOWA 52408-9998

Date of Posting: 06/06/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE SAINT LUCAS, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE



To the customers of the Saint Lucas Post Office:

The Postal Service is considering the close of the Saint Lucas Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/06/2011 through 08/07/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Saint Lucas Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.

THOMAS ALLEN
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Date of Posting: 06/06/2011

DOCKET NO.

ITEM NO.

PAGE

Date of Removal: 08/07/2011

1380394-52166

36

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE SAINT LUCAS, IA POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the Saint Lucas Post Office:

The Postal Service is considering the close of the Saint Lucas Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/06/2011 through 08/07/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Saint Lucas Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.



THOMAS ALLEN
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998



**NOTICE OF TAKING PROPOSAL AND COMMENTS
UNDER INTERNAL CONSIDERATION**

Date 08/08/2011

Postal Customers of the Saint lucas Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Saint lucas Post Office, which was posted 06/06/2011 through 08/07/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Saint lucas Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

A handwritten signature in dark ink, appearing to read "Thomas Allen". The signature is fluid and cursive, with the first name "Thomas" and last name "Allen" clearly distinguishable.

THOMAS ALLEN
PO BOX 9998
CEDAR RAPIDS, IOWA 52408-9998



08/10/2011

MEMO TO THE RECORD

SUBJECT: SAINT LUCAS
Docket Number 1380394 - 52166

The proposal to consolidate the SAINT LUCAS was posted with an "Invitation for Comments," at the SAINT LUCAS from 06/06/2011 through 08/07/2011 . No comments were received. There is no change to the original proposal. Accordingly, there is no need to modify the proposal to address comments.

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC District



A. Office

Name: SAINT LUCAS State: IA Zip Code: 52166
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-01 County: FAYETTE
EAS Grade: 55 Finance Number: 188028
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 08/10/2011
Fax No: (319) 399-5502



08/10/2011

MEMO TO THE RECORD

SUBJECT: SAINT LUCAS

Docket Number: 1380394 - 52166

The proposal to consolidate the SAINT LUCAS was posted with an "Invitation for Comments," at the SAINT LUCAS from 06/06/2011 through 08/07/2011 . No comments were received. There is no change to the original proposal. Accordingly, there is no need to modify the proposal to address comments.

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC District



Memo to the record

8/1/2011

Re: Revised Proposal

There is no revised proposal for this case. As a result, a revised proposal will not be included.

A handwritten signature in cursive script, appearing to read "Sara Lindauer".

Sara Lindauer

Post Office Review Investigator



Memo to the record

8/10/2011

Re: Updated PS Form 4920

There is no updated PS Form 4920 for this case. As a result, an updated PS Form 4920 will not be included.

A handwritten signature in cursive script that reads "Sara Lindauer".

Sara Lindauer

Post Office Review Investigator



08/10/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
SAINT LUCAS
Docket Number 1380394 - 52166

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in cursive script that reads "Gail M. Duba".

GAIL DUBA
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	SAINT LUCAS, IA, 52156-4400
EAS Level:	55
District:	HAWKEYE PFC
County:	FAYETTE
Congressional District:	IA-01
Proposal:	<input checked="" type="checkbox"/> Close <input type="checkbox"/> Consolidate
Reason For Proposed:	retired
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	75
General Delivery:	0
Rural Route:	0
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	75

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
05/03/2003	Postmaster vacancy occurred. Reason: retired
	DC: Career: 0 Noncareer: 1 Other Employees: 1
02/23/2011	District manager authorization to study.
03/11/2011	Questionnaires sent to customers. Number sent: 75 Number Returned: 36 Analysis: Favorable: 8 Unfavorable: 12 No Opinion: 16
	Petition received. Number of signatures: 0 Concerns expressed:
	Congressional inquiry received. No Concerns expressed:
05/26/2011	Proposal and Checklist sent to district for review.
05/26/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
05/26/2011	Proposal and invitation for comments posted and round-dated.
08/10/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable: 0 Unfavorable: 0 No Opinion: 0 0
None	Premature PRC appeal received. Concerns expressed:
05/19/2011	Updated PS Form 4920 completed (if necessary).
08/10/2011	Certification of the official record.
08/10/2011	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
08/14/2011	Headquarters logged in official record (option entry). Record returned to district for additional consideration. Record returned as not warranted.
09/12/2011	Final determination posted at affected office(s) and round-dated. Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal. Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No. _____ Effective date: _____

Review Coordinator/person most familiar with the case:

KAREN LENANE
 Name/Title
 KAREN LENANE
 District Post Office Review Coordinator

(319) 389-2902
 Telephone Number
 (319) 389-2902
 Telephone Number



08/10/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA ROOM 5621
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Saint Lucas Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Karen Lenane, Post Office Review Coordinator, at (319) 399-2902 or Thomas Allen Manager Post Office Operations.

A handwritten signature in blue ink, appearing to read "Gail M. Duba".

GAIL DUBA
DISTRICT MANAGER
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4E/P1380394.pdf>)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, WESTERN Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the SAINT LUCAS was received by 08/14/2011.
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

***Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum and a self-addressed return envelope if you wish to receive an acknowledgment of Headquarters receipt of the record.

DOCKET NO. 1380394-52166
TYPE NO. 47
PAGE 1

Date of Posting: 09/12/2011

Date of Removal: 10/14/2011

FINAL DETERMINATION TO CLOSE
THE SAINT LUCAS, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1380394 - 52166

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Saint Lucas, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the West Union Post Office, located nine miles away. Service will be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster retired on May 03, 2003. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Study for discontinuance request is based on declining workload, declining volumes, revenue, and the ability of the Postal Service to provide effective and regular service by an alternate means.

The Saint Lucas Post Office, an EAS-55 level, provides service from 08:45 - 12:00 13:30 - 16:30 Monday - Friday, 08:45 - 10:15 Saturday and lobby hours of 24 hours on Monday - Friday and 24 hours on Saturday to 75 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 17 transaction(s) accounting for 18 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$21,249 (55 revenue units) in FY 2008; \$20,554 (54 revenue units) in FY 2009; and \$17,951 (47 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On March 31, 2011, representatives from the Postal Service were available at St Lucas Community Center to answer questions and provide information to customers. 33 customer(s) attended the meeting.

On March 11, 2011, 75 questionnaires were distributed to delivery customers of the Saint Lucas Post Office. Questionnaires were also available over the counter for retail customers at the Saint Lucas Post Office. 36 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 8 favorable, 12 unfavorable, and 16 expressed no opinion.

When this final determination is implemented, delivery and retail services will be provided by the West Union Post Office, an EAS-18 level office. Window service hours at the West Union Post Office are from 08:30-17:00, Monday through Friday, and 09:30-10:30 on Saturday. There are 113 post office boxes available.

Retail service is also available at the Waucoma Post Office an EAS-13 level office, located six miles away. Window service hours at Waucoma Post Office are from 08:45 - 12:00 13:00 - 16:15, Monday through Friday and 08:45 - 09:30 on Saturday. There are 74 post office boxes available for rent.

The proposal to close the Saint Lucas Post Office was posted with an invitation for comment at the Saint Lucas Post Office, Waucoma Post Office and West Union Post Office from June 06, 2011 to August 07, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.
Response: The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
2. **Concern:** Customer expressed concern about delivery.
Response: A CBU (cluster box unit) will be provided to ensure retention of community name and ZIP Code. Please contact the West Union Post office to determine your eligibility for rural route delivery emanating from that office.
3. **Concern:** Customer expressed concern about inclement weather.
Response: Inclement weather conditions are also a factor for PO Box customers who must traverse parking areas and sidewalks to obtain their mail. The Postal Service makes every effort to provide a safe environment for its customers and employees for all types of delivery.
4. **Concern:** Customers felt the post office should remain open since they paid taxes

Response:

The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

5. **Concern:**

Customers questioned the economic savings of the proposed discontinuance

Response:

Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.

6. **Concern:**

Customers questioned the economic savings of the proposed discontinuance

Response:

Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

7. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the St Lucas Post Office.

Response:

Courteous and helpful service will be provided by the personnel at nearby Post Offices and by the carrier. Special assistance will be provided as needed. The sanctity of the mail is a condition of employment for all postal employees.

8. **Concern:**

Customers were concerned about a change of address

Response:

A CBU (cluster box unit) will be provided to ensure retention of community name and ZIP code.

9. **Concern:**

Customers were concerned about a change of ZIP Code

Response:

A CBU (cluster box unit) will be provided to ensure retention of community name and ZIP code.

10. **Concern:**

Customers were concerned about later delivery of mail

Response:

A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

11. **Concern:**

Customers were concerned about mail security

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

12. **Concern:**

Customers were concerned about mail security

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. A CBU (cluster box unit) will be provided to ensure retention of community name and ZIP code. CBUs provide security of mail to individually locked compartments

13. **Concern:**

Customers were concerned about obtaining services from the carrier

Response:

Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

14. **Concern:**

Customers were concerned about obtaining services from the carrier.

Response:

Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery. Package services are also available at usps.com through Click-n-Ship which includes package pickup upon request.

- | | |
|---------------------|---|
| 15. Concern: | Customers were concerned about senior citizens |
| Response: | Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. |
| 16. Concern: | Customers were concerned about senior citizens |
| Response: | Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. |
| 17. Concern: | Customers were concerned about the limited hours of operation at the post office |
| Response: | Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. |
| 18. Concern: | You were concerned about having to travel to another post office for service |
| Response: | Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. |
| 19. Concern: | Customer expressed a concern about package delivery and pickup |
| Response: | Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box or parcel locker, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. |
| 20. Concern: | Customers asked why we cannot go to 5 day delivery and have the office closed on Saturdays. |
| Response: | The Postal Service is currently seeking many means to become more efficient. Congress has been asked by the Postal Service to look at alternatives including but not limited to 5 day delivery. The Postal Service's is looking at 5 day delivery but continuing 6 day retail for most offices. |
| 21. Concern: | Customers inquired as to what would happen if neighboring offices would also close. |
| Response: | These offices would be absorbed into other offices. |
| 22. Concern: | Customers inquired as to who will remove the snow around the CBUs. |

Response: The Postal Service will remove snow and maintain the area around the CBUs.

23. **Concern:** Customers questioned the economic savings of the proposed discontinuance.

Response: Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates \$22341 in annual savings.

24. **Concern:** Customers stated that if the Post Office is closed, they will use UPS for mailing packages.

Response: Services provided at the post office are available from the carrier, and customers will not have to travel to another delivery company for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. With the Postal Service, customers do not need to leave their home unlike UPS. Many services are available right from their computer at www.usps.com. Customers can buy stamps, pay for postage for their packages, schedule a carrier pickup right from their home or business, and request a hold on their mail to name a few of the services offered online.

25. **Concern:** Customers were concerned about the employment of the employees in the office.

Response: The current officer in charge is a postmaster relief whose position is not considered a career position. Efforts will be made to reassign this individual in another office.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Saint Lucas is an incorporated community located in FAYETTE County. The community is administered politically by Mayor and Council. Police protection is provided by the Fayette County Sheriff. Fire protection is provided by the St. Lucas Fire Department. The community is comprised of Mixture of retirees, commuters, and self employed, and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Saint Lucas Fire Department, St. Luke's Historical Society, Mark's Jewelry, White House Supper Club, Headquarters, Goerend Transmissions, First National Bank, Kuennen's Tap & Liquor Store, M&M's Convenience Store, D&M Farm Supply, Huinker Construction, Sunburst Memorials. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Saint Lucas Post Office will be available at the West Union Post Office. Government forms normally provided by the Post Office will also be available at the West Union Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.
Response: Customers may continue to meet informally to socialize and exchange information at other residences in town.
2. **Concern:** Customers expressed concern for loss of community identity.
Response: A CBU (cluster box unit) will be provided to ensure retention of community name and ZIP code.
3. **Concern:** Customers were concerned about the loss of a gathering place and an information center.
Response: Residents may continue to meet informally, socialize, and share information at the other businesses, churches, and residences in town.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on May 03, 2003. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 22,755 with a breakdown as follows:

Postmaster Salary (EAS-55, No COLA)	\$ 20,947
Fringe Benefits @ 33.5%	\$ 7,017
Annual Lease Costs	<u>+ \$ 2,900</u>
Total Annual Costs	\$ 30,864
Less Annual Cost of Replacement Service	<u>- \$ 8,109</u>
Total Annual Savings	<u>\$ 22,755</u>

A one-time expense of \$ 3685 will be incurred for the movement of this facility.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

1380394-52166
47
8

VI. SUMMARY

This is the final determination to close the Saint Lucas, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the West Union Post Office, located nine miles away. Service will be provided to cluster box units (CBUs).

The postmaster retired on May 03, 2003. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Saint Lucas Post Office provided delivery and retail service to 75 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 17. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$22,755 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. **Support Materials.** Copies of all materials upon which this final determination is based are available for public inspection at the Saint Lucas Post Office, Waucoma Post Office and West Union Post Office during normal office hours.
- B. **Appeal Rights.** This final determination to close the Saint Lucas Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Saint Lucas Post Office, Waucoma Post Office and West Union Post Office during normal office hours.



Dean J Granholm
Vice President of Delivery and Post Office Operations

06/19/2011

Date



09/12/2011

OFFICER-IN-CHARGE/POSTMASTER
Saint Lucas Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Saint Lucas Post Office Final
Determination Docket No. 1380394 - 52166

Please post in the lobby the enclosed final determination to close the Saint Lucas Post Office. The final determination must be posted in a prominent place from 09/12/2011 through close of business on 10/14/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 10/15/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (319) 399-2902.

Sincerely,

A handwritten signature in blue ink, appearing to read "Karen Lenane".

KAREN LENANE
POST OFFICE REVIEW COORDINATOR
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Enclosures:
Final Determination Official Record



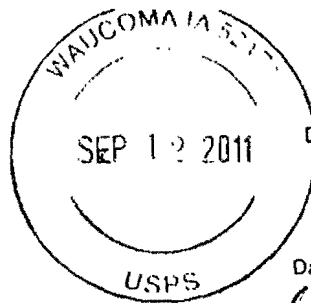
Date of Posting: 09/12/2011

Date of Removal: 10/14/2011

(still posted)

FINAL DETERMINATION TO CLOSE
THE SAINT LUCAS, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1380394 - 52186



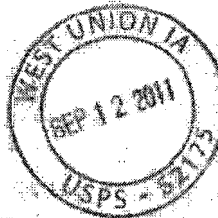
Date of Posting: 09/12/2011

Date of Removal: 10/14/2011

(still posted)

FINAL DETERMINATION TO CLOSE
THE SAINT LUCAS, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1380394 - 52166



Date of Posting: 09/12/2011

Date of Removal: 10/14/2011

(still posted)

FINAL DETERMINATION TO CLOSE
THE SAINT LUCAS, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1380394 - 52166



08/19/2011

DISTRICT MANAGER
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination- SAINT LUCAS

The final determination to discontinue the subject Post Office is enclosed, along with a Postal Bulletin announcement form to be completed and returned to this office through the district.

Please provide public notice by prominently posting a copy of the final determination in the appropriate Post Office. Make a copy of the completed record available for public inspection during normal working hours at the Post Office during the mandatory 30-day posting period. Please note that the first day of the actual 30-day posting period begins at day "zero".

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the enclosed Postal Bulletin Post Office Change Announcement form in its entirety and send it to this office (in triplicate) on the day the final determination is received. One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management. Please note that Headquarters Address Management will not announce any Post Office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

APPEAL

Providing there are no appeals to the Postal Rate Commission, the office will be officially discontinued the first Saturday that falls 60 days after posting the final determination. If the final determination is appealed, we will furnish you with appropriate instructions. Please contact this office if a different date is needed for the official discontinuance. It must be noted, however, that the law prohibits discontinuance sooner than 60 days after the date the final determination was posted.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the AMS database is updated according to existing Headquarters Address Management instructions. That request, however, shall not be made until this office has notified you in writing that no appeals are pending.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination postings must be added to the record at the end of the 30-day public posting period. Do not send them to Headquarters. The official record should be archived at the district by the Post Office discontinuance coordinator after the appeal decision is rendered and/or the Post Office change announcement has appeared in the Postal Bulletin.

If you have any questions, please contact Rich Rudez at (202) 268-5062.

Thank you for your assistance.

A handwritten signature in blue ink, appearing to read "Dean J. Granholm".

Dean J. Granholm
Vice President Delivery and Post Office Operations

Enclosure: (2)

cc:
Vice President, Area Operations, WESTERN Area